

Job Template: Theater Operations Manager

Occupational Group	Arts and Curatorial Services
Job Family	Theater
Job Path	Production
Job Title	Theater Operations Manager
Job Category: M	Job Level: 5
FLSA Status: E	Job Code: D11001

M5: Level Standards

GENERAL ROLE

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

- Alter the order in which work or a procedure is performed.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
- Distribute work and monitor workload among staff.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by office/departmental policy and procedures.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of staff.
- Has the latitude to make daily operational decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Issues tend to be operational in nature.

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→ *Course of Resolution*

- Identifies issues and gathers facts.
- Understands the smallest details of an assigned area.

→ *Measure of Creativity*

- Problems can be resolved within provided guidelines.
- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

Incumbents:

- Manage a small homogenous department.
OR
- Manage a larger process-oriented area whose members perform like activities.
 - Actions regularly affect a department or a project outcome with office/programmatic impact.
 - Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
 - Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

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Job Template

GENERAL SUMMARY

Oversees day-to-day theatre operations & management including performance details, physical building requirements, coordination of concessions, marketing event and planning and production operations of University's performing arts venues.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager. Manages the day-to-day operations and a group of employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Manages the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
- Supervises the preparation for scheduled events such as performance and rehearsal spaces, production schedules, calendars, and budgets.
- Supervises production, company, and stage managers.
- Sets performance venue's programming and operations priorities.
- Develops ticket sales strategies, manages and executes marketing and public relations plans.
- Works with production technicians of visiting groups as necessary, including the operation of light and sound systems and stage management.
- Participates in the design and implementation of building system renovations. Coordinates facility maintenance.
- Purchases materials for productions. Monitors the condition of equipment and production systems.
- Assures compliance with Federal, State, and University regulations and codes governing safety of occupants in a public performance venue.
- Performs related work as required.

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MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Six years of related experience.

COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Audience management
- Sound production and stage lighting techniques
- Marketing and public relations
- English grammar, spelling, punctuation
- Modern office equipment, including computers and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Perform basic maintenance and repair of lighting and sound equipment
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Troubleshoot technical systems
- Meet established deadlines and manage multiple projects simultaneously
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Theater Production Specialist

Occupational Group	Arts and Curatorial Services
Job Family	Theater
Job Path	Production
Job Title	Theater Production Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: D11000

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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Job Title	Theater Production Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: D11000

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ Course of Resolution

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ Measure of Creativity

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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GENERAL SUMMARY

Oversees the day-to-day operations of the University's centers for performing arts. Organizes the technical aspects of event planning and local and international troupe coordination.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Coordinates preparations for scheduled events such as performance and rehearsal spaces, production schedules, calendars, and budgets.
- Serves as primary on-site contact for local and visiting technical personnel concerning the proper use of facilities and equipment by those personnel.
- Administers box office operations including revenue transfers and reports.
- Works as production technician with visiting groups as necessary, including the operation of light and sound systems and stage management.
- Participates in the design and implementation of building system renovations. Assists with facility maintenance.
- Purchases materials for productions. Monitors the condition of equipment and production systems.
- Assures compliance with Federal, State, and University regulations and codes governing safety of occupants in a public performance venue.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two to three years of related experience.

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COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Audience management
- Sound production and stage lighting techniques
- Marketing and public relations
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Perform basic maintenance and repair of lighting and sound equipment
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Troubleshoot technical systems
- Meet established deadlines and manage multiple projects simultaneously
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management