

EVENT SERVICES SUPERVISOR - HARRIS CENTER FOR THE ARTS**DEFINITION**

Under the direction of the Executive Director of the Harris Center for the Arts, supervise, coordinate and perform the assigned duties and activities of Event Services Department.

TYPICAL DUTIES

Supervise, coordinate and perform the activities of the Event Services Department; train, supervise and evaluate assigned employees; participate in interviewing and selecting new employees; ensure accountability and adherence to applicable laws, regulations, policies and procedures; assist in developing, documenting and implementing Harris Center for the Arts (HCA) policies and procedures; recommend changes to HCA policies and procedures; perform related duties as assigned.

Facility Rentals and Art Gallery Use

Oversee and coordinate facility rental and gallery exhibition inquiries and activities; maintain the master schedule/calendar and facility user database for rental and gallery activity; meet with potential facility and gallery users; provide tours in support of event planning; collect contact and event information for proposed events; serve on gallery steering committee and assist with selection and scheduling of gallery exhibits; confirm availability of requested event and gallery exhibition dates; obtain approvals for scheduling events and exhibits; consult and coordinate with appropriate departments to prepare facility rental cost estimates; prepare and distribute other related information to potential users; distribute marketing collateral; oversee the timely and accurate generation, distribution, tracking and processing of HCA facility rental agreements; ensure compliance with facility use contract requirements (i.e., deposits, insurance certificates, contract signing, deadlines, etc.); prepare timely and accurate facility billing worksheets; contact facility users for follow-up feedback and quality assurance; oversee sales of exhibited artwork, including collection and processing of purchase payments, release of artwork sold, and related artist settlement payments.

Front-Of-House Operations

Oversee, coordinate and support the use of front-of-house areas by college departments and other entities outside of the HCA; interact regularly with facility users and other staff in the planning, coordination and execution of programs, services and events; coordinate front-of-house operations; confirm front-of-house needs (e.g., staffing, merchandising, seating holds, etc.) of scheduled events; work with facility user, artists' staff, and other college and HCA staff to smoothly and successfully execute events; ensure compliance with artist riders regarding front-of-house requirements for HCA presentations; coordinate timely and accurate distribution of event information and facility usage details to ensure appropriate and complete coverage for events; work with front-of-house service providers to ensure coordination, clear communication lines and continuous improvement of operations; convene and lead house staff meetings as necessary; compile data and other information to assist with coordination of events, maintaining of records, and communication with others; oversee and supervise lobby sales of artist merchandise, including processes and procedures for collection and processing of purchase payments and related merchandise settlement payments; serve as the chief safety officer for front-of-house; develop, implement and monitor a safety program for these areas and operations; maintain emergency and evacuation plans and procedures for the HCA and ensure front-of-house staff and volunteers are trained to execute them; schedule CPR, First Aid and AED training and certification of front-of-house and other HCA staff; ensure the timely and accurate logging of front-of-house staff hours and preparation of timesheets for payroll; provide written

reports documenting HCA front-of-house operations, including house manager reports and incident reports; review House Manager event reports and take appropriate follow up actions where necessary; assist with budgeting for HCA front-of-house equipment and staffing; monitor budget versus actual expenses; help develop and implement course corrections for variations; purchase front-of-house equipment; work with a wide variety of vendors to obtain supplies, rental equipment and services; develop and maintain front-of-house equipment inventory and security; develop and oversee the execution of a preventative maintenance program for front-of-house equipment and systems; evaluate equipment and work-related conditions to determine compliance with prescribed operating, safety and manufacturers' guidelines; train staff in proper maintenance and use of equipment; coordinate with maintenance and custodial staff to ensure proper upkeep of front-of-house areas; ensure adequate front-of-house supplies and materials are available and in place; verify that event programs and other expected print and event-related materials have been delivered and are ready for distribution; ensure collateral marketing and development materials are properly distributed and displayed in agreed-upon front-of-house locations.

Volunteer Program

Maintain volunteer information database; coordinate ongoing communications with and scheduling of volunteers; coordinate volunteer recognition program; prepare reports of volunteer activities; provide staff level support for volunteers involved in HCA fundraising efforts such as annual membership drive and special fundraising events, as well as volunteer marketing/outreach activities; participate in Folsom Lake College Foundation Arts Committee meetings and planning for activities.

Non-Performance Event Management

Provide on-site support to facility users for non-performance events and activities to ensure the proper and effective execution of the event requirements and the satisfaction of the facility user; supervise event logistics for HCA donor member non-performance events and activities such as receptions, founders room intermezzos, lunches, dinners, parties and season previews taking place at the Center; oversee and coordinate operational aspects of such events including planning, organizing and supervising front-of-house load-ins, set-ups, and strikes; coordinate with technical staff on needed sound, lighting, stage and other technical equipment and systems.

QUALIFICATIONS

EXPERIENCE

One year of experience in a lead or supervisory position. Three years increasingly responsible experience in the areas related to the typical duties of the position (the required lead/supervisory experience may also be used to meet this requirement).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

A Bachelor's degree from an accredited institution; **OR** an Associate's degree from an accredited institution **PLUS** two additional years of qualifying experience.

SPECIAL REQUIREMENT

Possess and maintain a valid California Driver's License in compliance with Los Rios Board Regulation R-8343; employment contingent upon meeting the requirements of Los Rios Board Regulation R-8343. Within 6 months of hire, obtain and maintain First Aid, CPR and AED certification. Any offer of employment will be contingent upon the successful completion of a medical evaluation.

KNOWLEDGE OF

Principles and practices of effective leadership, supervision, and training; principles and practices of scheduling and renting public facilities; applicable federal, state and local laws and regulations, such as Education Code and Labor Code; applicable District policies, regulations, collective bargaining agreements, standard operating procedures, and objectives of assigned programs; current industry practices for front-of-house theatrical operations, including practical hands-on experience and knowledge of theatre etiquette, standards and protocol; fundamentals of running a successful volunteer program; basic tenets for providing quality customer service, both internal and external; rental event cost estimating; recordkeeping techniques in a complex business environment; budgets and budgetary control; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select train and evaluate employees; accurately apply and explain relevant laws, regulations and policies; sustain regular work attendance; work a flexible schedule as needed to perform specific jobs and assignments; coordinate numerous and complex events at one time; read, understand, interpret and implement from written documents (such as artist riders, contracts, etc.); maintain up-to-date knowledge of industry standards for front-of-house theatrical operations; analyze situations accurately, develop courses of action to resolve, and implement solutions; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students, and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality.

Collaborate and foster inclusion in a diverse organization.

Have a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.

Physical and Environmental Factors: Lift up to 40 lbs. without assistance, and loads greater than this with assistance; occasionally exert 10 to 25 lbs. of force to lift, carry, push, pull or otherwise move objects; stand and maneuver for extended periods.

TYPICAL EQUIPMENT USE (May include, but not limited to)

2-way hand radios, hand carts, theatrical intercom system, theatrical paging system, data projector, ticket scanners, flat screen TV and/or computer monitor, flashlight, laundry washing and drying machines, refrigerator, ice machine, theater lobby furnishings and equipment, contemporary office equipment such as computers, copier, printer, fax, telephone, etc.