

**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.