



## Miller Theater Operations Manager

### Summary

Miller Theater, LLC has an excellent and immediate opening for an Operations Manager at the Miller Theater. Under the General Manager's supervision, the Operations Manager negotiates and oversees all contractual and vendor relationships with talent management, venue renters, and suppliers within the facility to provide exceptional customer service, facilitate optimum efficiency, maximize profits and by performing the following duties individually or through subordinate supervisors.

### Essential Duties and Responsibilities

- Communicates with suppliers, promoters, renters, and vendors for necessary activities and services at the facility.
- Implements facility policies and goals in accordance with the Augusta Symphony's and Miller Theater's objectives and venue policy.
- In conjunction with General Manager, works with event staffing to develop and implement the policies and procedures that most effectively recruit, reward, and retain the optimum mix of staff, volunteers, and contracted labor for each event.
- Knows and ensures all policies, procedures, risk management, safety precautions, rules/regulations and emergency procedures are followed. Develops and implements programs to ensure training for employees as needed.
- Maintains high standards for guest services, employee training and development, quality assurance, energy efficiency, safety/emergency procedures, crowd control and crisis management procedures, or other areas as required.
- Knowledge in operational procedures, facility capabilities, industry terminology, event-related services for the types of events anticipated at the facility.
- Assists in development and dissemination of files for event and facility Emergency Action Plans
- Assists as liaison with city police, sheriff and first responders
- Supervises janitorial staff/crews as well as all conversion operations between events to ensure safety, cleanliness and aesthetic standards are upheld. Light maintenance is required.
- Assists in coordination of special projects. Plans with and directs outside vendors/contractors work to assure compliance with agreements and safety requirements.
- Reviews event complexity to avoid potential service challenges and to enhance performance and reduce costs for clients.
- Utilizes event calendar systems, produces event maps, briefing fact sheets and maintains detailed event notes and collects post-event recap information.
- Assists with event settlement maintaining accurate records of all related pre-approved event expenses
- Assists in the development of long-range plans and program objectives and budgeting in accordance with venue policies.
- Other duties as assigned.

### Management Responsibilities

The Operations Manager directly supervises this department as well as manages all Front of House part time crews, volunteers, bartenders, barbacks, changeover crew and contracted guest service providers. Provides

training, leadership, oversight, and goals for Catering, Changeover, Public Safety, Contract Security, Custodial Services, Event Services, Shipping and Receiving, and Parking Agreements.

### **Skills and Abilities**

- Plans, coordinates, and directs varied and complex administrative operations.
- Deals constructively with conflict and supervises and motivates personnel.
- Follows oral and written instructions and communicates effectively with others in both oral and written form.
- Organizes and prioritizes work to meet deadlines.
- Works effectively under pressure and/or stringent schedule and produces accurate results.
- Maintains an effective working relationship with clients, employees, patrons and community leaders.
- Licensed and insured to operate a motor vehicle in the United States.
- Exhibits excellent communication and interpersonal skills and organizational ability.
- Ability to work with and maintain highly confidential information is required.
- Ability to work simultaneously with a broad variety of vested interest groups and to foster a cooperative environment.
- Demonstrated knowledge of the principles and practices used in the successful management of entertainment facilities
- Knowledge of safety regulations and other federal, state or local laws and regulations.
  - Basic knowledge of facility operating standards, building maintenance, custodial, personnel and office management.
- Effective supervisory skills.

### **Computer Skills**

To perform this job successfully, an individual should have broad knowledge of computers; knowledge of Microsoft Office including Word and Excel and standard office equipment.

### **Other Qualifications**

- Ability to work under minimal supervision
- Ability to work flexible hours, including nights, weekends, and holidays in addition to normal business hour as needed
- Must have professional attitude and appearance

### **Education and/or Experience**

- Bachelor's degree from an accredited four-year college or university preferred
- Minimum of 2-4 years industry experience with at least two of those years in a management function of an arena, performing arts center, convention center or stadium; or an equivalent combination of education and experience.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear; to lift 50 or more pounds. This position may require work inside or outside of the building, as needed by events.

### **Note**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

***Please send cover letter and resume to [david@milleraugusta.com](mailto:david@milleraugusta.com). No phone calls please.***