

Venue Operations Manager - Greek Theatre
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=244374>

Downloaded On: Sep. 13, 2024 8:24pm

Posted Sep. 5, 2024, set to expire Jan. 2, 2025

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|-----------------------------|-----------------------------------------------------------------------|
| Job Title | Venue Operations Manager - Greek Theatre |
| Department | |
| Institution | University of California, Berkeley Berkeley, California |
| Date Posted | Sep. 5, 2024 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Professional Staff |
| Academic Field(s) | Arts/Museum/Theater |
| Apply Online Here | https://apptrkr.com/5600228 |

Apply By Email

Job Description

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Venue Operations Manager - Greek Theatre

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and



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commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Cal Performances is the performing arts presenting, commissioning, and producing organization based at the University of California, Berkeley. Cal Performances at the University of California, Berkeley unites exceptional artists, ideas, and audiences through live performance to enlighten and enrich lives. The organization delivers a diverse artistic and educational mission to the University and surrounding communities, as well as internationally through its digital platforms, maintaining a budget size of roughly \$20M and roughly 65 full-time staff, 90 student employees, and 200 volunteers -- all serving approximately 250,000 audience members plus another 200,000 through other promoters every year in our five main venues.

The **Venue Operations Manager - Greek Theatre** reports to the Director of Venue Management of Cal Performances and is responsible for supporting the overall successful administration and operations of our venues. This position's main focus is leading venue operations at the Greek Theatre during its seasonal operations in which 70-75 public events typically occur annually, including concerts and campus-sponsored events and ceremonies.

Responsibilities

Event Operations Management

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- Serve as primary event lead for Cal Performances and University responsibilities at the Greek Theatre.
- Serve as the Cal Performances contact and liaison to the promoter operating the Greek, artists and artist representatives, campus users, and production personnel from load-in through public egress and FOH staff dismissal.
- General supervision of Cal Performances technical crew and audience services staff in coordination with the Director of Production and Audience Services Manager, including stagehands, ushers, and internal and external service providers.
- Coordinate the timely start of each assigned performance by communicating with the House Manager, production crew, and company representative as appropriate.
- Work with the House Manager to ensure compliance with patron accessibility requirements.
- Act as Cal Performances main point of contact for police, fire, and medical personnel and local authorities, including securing special approvals and staffing when required.
- Negotiate solutions to issues and problems that may arise during the run of an event with discretion and good judgment. Coordinates with external promoter's management and internal colleagues as appropriate to provide the highest level of support to visiting artists and audiences within the constraints of the available resources.
- Provide a written operational report after close of the event detailing problems that arose and how they were resolved, notes for future reference, vendor notes, crew notes, facility notes, and comprehensive financial data.
- Attends regularly scheduled operations and production meetings providing detailed information on upcoming events and reports from immediate past events.
- Provide occasional support of the event and venue management team for other Cal Performances events at other venues.
- Maintenance of two-way radios for staff
- Arrange for event parking as required. Handle parking requests and serve as a liaison with Parking & Transportation Services.
- Attend all safety and security briefings; responsible party for campus decisions in said meetings

Facility Maintenance

- Participate in submitting and monitoring all maintenance, custodial, grounds, and other service requests to Facilities Services as well as outside vendors. Maintain detailed records of maintenance and repairs.
- Serve as lead contact with Facilities Services and our asset manager to ensure all spaces are clean, operational, and ready for use.

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- Manage significant venue improvement projects with facilities services and Capital Projects staff on behalf of the organization.
- Oversee replacement and maintenance of furnishings, as necessary.
- Oversee the winterization of the venue in November and subsequent re-opening in March.
- Coordinate and support necessary off-season maintenance activities, including providing access to maintenance staff and contractors.

Safety & Security

- Coordinate regular review and practice of emergency procedures with third-party promoter's staff and leadership.
- Identify and report issues that are possibly hazardous to guests, artists, and/or staff in and around the venue.
- Recommend improvements to safety and security procedures and conditions to supervisor and appropriate partners and authorities.
- May be assigned tasks by the supervisor to directly address needed improvements.
- Act as Building Coordinator for campus emergency/disaster preparedness and, when designated, serve as the communication liaison between campus service agencies and building occupants.
- Works with UC Police, EH&S, Facilities Services, and other Campus and outside entities to facilitate safety and security concerns for facilities.
- Maintain first aid and emergency preparedness supplies and scheduling of periodic first aid training and required compliance record keeping.
- Work with the Director of Venue Management and promoter to continuously improve the emergency response plan and safe egress plan for venues.
- Address unauthorized vendors around the venue.
- Manage procedures and physical security measures to discourage trespassers.

Partner Management

- Main point of contact for promoter/partner during concerts.
- Main point of contact with campus departments that provide services, including Police, Parking and Transportation, and Facilities Services.
- Main point of contact for third-party service providers, including vendors for portable toilets, refuse removal, maintenance contractors, etc.
- Maintain good relationships with nearby dormitories, academic departments, stadium, and

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residential neighborhoods.

Administrative

- Working in tandem with the Cal Performances' finance office, receives and files relevant invoices, completes all campus-required financial forms and supporting documentation, and tracks expenses.
- Participate in the creation of invoices for reimbursement of expenses incurred by Cal Performances that are the responsibility of third parties.
- Contribute to written standard procedure and other operational documentation.
- Provide support for purchasing of goods and services needed in the Venue Operations Department.

Required Qualifications

- Facilities management experience preferred.
- Experience working in a public event or performing arts venue.
- Excellent interpersonal, analytical, and investigative skills to gather information needed to clarify inquiries and requests. Professional skills to handle sensitive and difficult situations with diplomacy.
- Excellent communication skills to successfully interact with a diverse constituency.
- Experience successfully exercising independent judgment in solving and constructively troubleshooting problems.
- Ability to maintain confidentiality and discretion.
- Demonstrated supervisory and leadership skills to effectively recruit, select, train, motivate, and evaluate personnel.
- Strong customer service skills and techniques to successfully build and maintain positive customer relations and provide quality service.
- Ability to build and maintain positive working relationships with other campus departments and resources.
- High degree of organizational and time management skills with the ability to independently follow through to successful completion of projects within a deadline.
- Ability to multi-task appropriately among tasks and competing deadlines. Handle frequent interruptions, while maintaining a high level of productivity.

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- Accuracy and careful attention to detail are required.
- Demonstrated record of punctuality and attendance required.
- Excellent computer skills and familiarity with MS Office and Google suite of software. Ability to easily learn new software programs as required.
- Ability to work occasional overtime, unconventional hours, and/or during nights and weekends, as needed.
- Ability to successfully pass background investigation required.
- The ability to lift and/or move up to 50 pounds on an occasional basis.
- Must be able to sit, squat, stand, stand for extended periods, walk on uneven surfaces, and climb stairs.
- Must be available - Nights, weekends and holidays as needed

Preferred Qualifications

- Experience supporting large popular music touring concerts.
- Experience using Momentus or similar event and space management software preferred.
- Working knowledge of building systems such as HVAC, mechanical, electrical, and plumbing.
- Appreciation for the performing arts and experience, appreciation, or familiarity with creative individuals, artists, and art forms.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary that the University reasonably expects to pay for this position \$72,600 to \$100,800.



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How to Apply

To apply, please submit your resume and cover letter.

Other Information

Application Review date September 17, 2024

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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