

Senior Director of Operations
University of California, Berkeley

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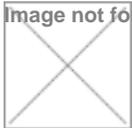
Posted Jul. 14, 2025, set to expire Oct. 31, 2025

Job Title	Senior Director of Operations
Department	Cal Performances
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 14, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff Director/Manager
Academic Field(s)	Facilities/Maintenance/Transportation Arts/Museum/Theater
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Job Description

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Senior Director of Operations

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public

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mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

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 approximately 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 Senior Director of Operations is responsible for leading and managing all areas of production and venue management activities through their supervisees. The position reports to the Deputy Executive Director, with the overall goal of providing high-quality experiences in our venues for patrons, artists, renters, guests, and staff members. This individual will oversee an area that provides theatrical production, venue management (including audience services, security, custodial, and building maintenance, and third-party partnerships), and larger venue capital renewal projects. In collaboration with staff, the position ensures that practices and policies are continuously improved in service of the organization's objectives. Foster positive culture and outcomes with staff in the area by communicating expectations to staff and providing regular and objective feedback. The role has a critical responsibility for ensuring that the organization meets relevant strategic plan objectives, such as increased revenue through optimized utilization of our venues and ancillary services and enriching patron experience in our venues to create prime conditions for audience growth.

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Application Review Date

The First Review Date for this job is: July 11, 2025

Responsibilities

Lead the Operations Area:

- Establish short-term and long-term plans for the departments in the area -- which consists of theatrical production, venue management, and capital improvements -- that provide clear short-term and, importantly, long-term direction to the team in alignment with the organization's long-range strategic plans.
- Develop, plan, and direct the day-to-day work of the operations area with department directors and managers.
- Work with area directors and managers to create, implement, and manage the department budget.
- Work with area directors and managers to document the policies and procedures of department programs, projects, and functions.
- Collaboratively design and deliver improvements that support exceptional patron experience and generate additional ancillary revenue and support donor relationship management efforts.
- Create a balanced, team-oriented working environment for the operations teams founded on collective responsibility and continuous improvement to safely and effectively support the delivery of events and programs.
- Build and maintain positive relationships, contribute to a positive team atmosphere, engage others in ways that foster respect and trust, and support, mentor, and guide individual development.

Theatrical Production:

- Supervise the Director of Production (department of 15-20 employees, plus dozens of overhire staff), overseeing the planning, coordination, and execution of all theatrical productions and performances across multiple venues.
- Support and facilitate collaboration with departments not reporting to the operations area that work closely with Production department to ensure smooth operations and high-quality events.

Venue Management:

- Supervise the Director of Venue Management (department of 5 employees, plus 30 student staff

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and 80+ volunteer ushers), overseeing the operation and maintenance of multiple performance venues, ensuring they meet safety, accessibility, and quality standards.

- Oversee the development and implementation of venue policies and procedures to optimize performance and customer satisfaction.
- Support venue management staff in maintaining effective working relationships with various external campus and third-party services providers such as facilities services, custodial staff, food and beverage, parking, security, police, health inspectors, etc.
- Security and Safety:
 - Provide oversight and direction to security operations to ensure the safety of audiences, staff, and performers.
 - Ensure the development and implementation of emergency response plans and protocols in coordination with campus security and local authorities.
- Audience Services:
 - Support the Director of Venue Management and the Audience Services team in providing exceptional customer service for all patrons.
 - Support the development and implementation of strategies and tactics to enhance the overall audience experience, including ticketing, seating, and accessibility.

Capital Improvement Management

- Working closely with other leaders, manage architectural long-range planning (5-10 years) for significant improvement to the venues we steward.
- Work directly with Capital Projects (campus department) to implement construction improvements.
- Oversee the regular depreciation, replacement, and renewal of equipment (theatrical and operational) used in our venues.

Ancillary Revenue Generation

- Create strategies to improve revenues from ancillary activities such as food and beverage, parking, and merchandise sales.
- Sponsor staff-led projects to accomplish these objectives and report to leadership on results.

Third-Party Partnership Management

- Regularly evaluate external partners that support operations and audiences with area directors and make plans to change relationships when possible, establish new partner relationships, and/or discontinue relationships to the benefit of the operation, audience experience, and

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financial performance.

- Negotiate and manage contracts with service providers that support operations and audiences, ensuring compliance with agreements and addressing any issues that arise.

Process Improvement

- Ensure operating procedures are established, continuously improved, documented, and effectively implemented for all aspects of operations.
- Lead efforts to effectively adopt the organization's software and other tools to support effective process execution.
- Create a culture of learning and continuous improvement with the goal of high-quality experiences for patrons, artists, renters, and employees.

Budget and Financial Management:

- In collaboration with this area's managers, develop and manage accurate operational budgets, including staffing, maintenance, and production costs totaling several million dollars.
- Monitor expenditures, analyze financial reports, and implement cost-control measures as needed, including minimizing overtime costs and effectively managing variable-use resources.

Leadership and Staff Development:

- Supervises the Director of Production and the Director of Venue Management. Oversees a team totaling approximately 80 staff and 80 volunteers.
- Oversee the development and maintenance of procedural policies for operations and facilities staff, including house policies and staff procedures.
- Effectively delegate tasks to team members, track progress, and enable them to meet deadlines.
- Lead and mentor a diverse team of operations staff, fostering a collaborative and high-performance work environment.
- Provide training and development opportunities to enhance staff skills and effectiveness.
- Ensure strong relationships with represented staff and adherence to collective bargaining agreements.

Required Qualifications

- Minimum of 8 years of experience in venue management, theatrical production, or related fields, with at least 5 years in a leadership role.
- Proven track record of managing large-scale events and operations in a performing arts environment.

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- Ability to work nights, weekends, and holidays.
- Excellent knowledge of customer service and event management methodologies.
- Excellent leadership, communication, and interpersonal skills.
- Ability to work effectively under pressure and manage multiple projects simultaneously.
- Proficiency in budget management and financial oversight.

Preferred Qualifications

- Bachelor's degree in Arts Management, Theater Production, Business Administration, Facility Management, or a related field (Master's preferred).
- Relevant certifications in venue management, theatrical production, safety, or project management.
- Able to adapt and learn quickly a number of information systems, and demonstrate advanced knowledge of Microsoft Office, especially Excel, Google Suite, and other business applications, especially event/venue management systems (e.g., Momentus).
- Advanced knowledge of or ability to quickly learn common University-specific computer application programs.
- Strong knowledge of theatrical production processes, venue management, and audience services.
- Significant experience in facilities maintenance and operations management; facilities planning, design, and construction; and creative revenue generation from venues.
- Extensive knowledge of security and safety protocols in public venues. A commitment to ongoing professional development in public safety best practices.

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

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experience.

The budgeted salary range that the University reasonably expects to pay for this position is \$130,000 - \$163,900

How to Apply

To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity



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The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

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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