

# JOB DESCRIPTION

## Director of Events and Operations



Facility Name:	<b>VENUWORKS OF CEDAR RAPIDS, L.L.C.</b>
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### JOB INFORMATION

Job Title:	Director of Events and Operations	Department:	Operations
Reports To:	Director of Finance	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	December 27, 2021
Approved By:		Approved Date:	

### SUMMARY

This position is responsible for directing all activities for this department across the four VenuWorks managed properties including the Alliant Energy PowerHouse, Paramount Theatre, McGrath Amphitheatre and the ImOn Ice Arena.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Project and Account Management:** Analyze the event and operational needs for upcoming events across all four venues. Create in advance a monthly calendar and assign full time department staff to take the lead in changeovers, load-ins, show calls and post-event cleaning and strikes. Director will participate as event planner or shift supervisor as needed when event load dictates.
- Staff Management:** Train and supervise full and part-time staff in the planning, execution and cleaning of events across all venues. Director shall meet regularly with FT staff to get updates on event planning to make sure all tasks and procedures are being completed in a timely fashion and in compliance with VenuWorks policies and safety procedures. Director shall be the central clearinghouse to ensure that all department needs are being communicated effectively, and all staff calls are being created efficiently without overlap and with a focus towards employee quality of life.
- Financial Management:** The Director shall be responsible for the operation of the department to remain in compliance with each venue budget as well as individual event budgets. Director shall audit and manage all expenditures in department to ensure that purchases and rentals are being made efficiently and at the best price. Manage the staff through the bidding processes when needed to get the best price.
- Safety and Compliance Manager:** Director shall lead the safety committee and manage the OSHA compliance across all venues. Work directly with the HR department to maintain and submit the OSHA 300 log. Identify and work with individual department heads to correct any potential or on-going safety issues. Director shall also lead the certification programs for any complex systems including rigging and safety lines as well as training new vehicle operators including City-owned vehicles, forklifts, cleaning equipment and other equipment.
- Contract Manager:** Director shall be the primary contact, administrator and negotiator for any labor-related collective bargaining agreements and subcontracted special projects.

### OTHER RESPONSIBILITIES

- Direct and manage the activities, workload assignment and completion of all staff in department.
- Approve purchase orders for all supplies and event purchases/rentals.

# **JOB DESCRIPTION**

## **Director of Events and Operations**



3. Approve all labor calls for adherence to budget and safety standards and compliance with collective bargaining rules.
4. Regularly audit CAD's and direct staff in event planning to ensure compliance with life safety and crowd control requirements. Direct staff on best practices.
5. Regularly audit and manage the need for overtime in the operations department. Work to improve the planning of tasks, efficiency of operation and delegation of duties.
6. Supervise staff to complete requirements in a timely fashion for event financial reporting including pre- and post- event settlements.
7. Inspect facility readiness prior to events by checking on furniture placements, equipment readiness, building and grounds cleanliness, staffing plans and other functions to assure smooth events.
8. Work major events as account manager as needed. Meet with tour managers and promoter reps at events to make sure all needs are being met, and if not work with and teach staff how to fulfill needs and anticipate same for the next time. If event load dictates, Director shall work in the role of Event Manager or Operations Manager to supervise shifts or plan events. Work in department when circumstances require additional needs for snow removal and to support the staff in their roles.
9. Director shall host a weekly production meeting with all department heads involved in the production and planning of events. Call on each account manager to present details of prior and upcoming events, and encourage participation from attendees to share more details for each event.
10. Director shall be the primary IT liaison for all VenuWorks of Cedar Rapids LLC business units and shall manage the company inventory of all computers, software licensing, domain names, email services, networks, servers, phone systems, and other items. Work with any subcontractors to troubleshoot problems and to periodically recommend upgrades to infrastructure.
11. Director shall be the primary tech administrator and responsible to direct the proper usage training, care and maintenance of all fire safety, audio, video and lighting equipment in addition to all electrical, fly, overhead winch, and rigging systems across all venues
12. Maintain and update as needed the tech and production packs that are made available to tour promoters, agents and venue users.
13. Work with other department heads to ensure smooth and efficient operations between departments.
14. Maintain and regularly update a consolidated list of capital improvement
15. Coordinate and oversee special projects including construction, remodeling, expansion, etc.
16. Plan and direct outside vendors/contractors work to assure compliance with business needs and safety requirements.
17. Manage adherence and compliance with the I.A.T.S.E. collective bargaining agreement. Work with employees to negotiate solutions to potential grievances.
18. Assist in the preparation of the annual budget, monthly and year-end reforecasting and other analytical spreadsheets as requested or needed. Develop budget recommendations and maintain records relative to event labor costs.
19. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

The Director of Events and Operations is responsible for the overall direction, coordination, and evaluation of the full and part time staff in the department. Carries out supervisory responsibilities in accordance with VenuWorks policies and applicable laws. Responsible for interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding, disciplining in accordance with Human Resources, addressing complaints and resolving problem.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each of the following essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines.

# **JOB DESCRIPTION**

## **Director of Events and Operations**



Work hours and schedule are generally Monday – Friday 9:00am to 5:30pm but will vary according to event schedules and the needs of the department, and will include holidays, evenings and weekends. Attendance at large events in order to guarantee efficient and quality operations will be required.

This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

### **EDUCATION and/or EXPERIENCE**

1. Bachelor's degree (BA) from four-year college or university.
2. Three to five years of successful experience in public assembly facilities operation, including front and back of house, life safety & security, event production, NCAA Division I or NHL quality ice playing surfaces (installation and maintenance), HVAC, lighting, plumbing and other public assembly venues mechanical systems, budget management and personnel management, or related experience and/or training; or equivalent combination of education and experience.
3. Must be able to utilize standard computer systems for administrative (word processing, spreadsheets, etc.) purposes.
4. Ability to work with minimal supervision and establish priorities.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Applicants must possess a current valid driver's license and a vehicle that can be accessed for work purposes and a current working phone with a number that can be accessed by building management personnel for business contact purposes.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, job-related procedures and manuals, and government regulations. Ability to provide management and staff with concise, accurate guidelines. Ability to write professional correspondence, prepare business reports, and conduct professional presentations.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **COGNITIVE SKILLS/REASONING ABILITY**

1. Ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.

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11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

### 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 position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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