



Job Title: Operations Manager

General Job Description:

Reporting directly to and working cooperatively with the Edmond Town Hall Board of Managers, alongside the Business Manager and in service of the residents of Newtown to oversee the physical structure of the building, assist to improve productivity and efficiency of Edmond Town Hall. The Operations Manager will manage, plan, and coordinate the building construction, maintenance, upgrades, efficiency of the physical structure, offices, public spaces, concession, gym and Alexandria Room. The Operations Manager will oversee the maintenance and custodial staff and coordinate efforts with Business Manager for events as needed, including but not limited to live event performances and assist with Front of House duties. The Operations Manager will work with municipality on capital improvement projects, vendor management and purchasing of building maintenance and enhancements. Forecast building/structural needs and planning of anticipated opportunities and needs including a maintenance budget.

Education and Experience:

An associate degree or its equivalent from a recognized college or university preferably with a major in theater management or three years of full-time paid experience in the coordination of business operations associated with theatrical or other entertainment-oriented productions, activities, and events.

OR

Graduation from high school or its equivalent AND three years of full-time paid experience in the coordination of business operations and preferably associated with theatrical or other entertainment-oriented productions, activities, and events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledges, Skills, and Abilities Required

Knowledge of:

- Principles of business management
- Principles of training, written composition, communication skills
- Building and structural knowledge, construction, maintenance knowledge
- Equipment, processes, and materials used in the theater industry
- Capabilities of computer applications, systems, and hardware common to a theater

Skill in:

- Employee and customer relations

- Manage a staff and able to provide direction to staff to maximize their time and efficiency while working at ETH
- Preparedness, planning, timeline development, and time management
- Communication, municipal planning and forecasting
- Conflict resolution and critical thinking
- Leadership and logistics management, building construction, maintenance procedures

Ability to:

- Manage third party relations, vendor management
- Proactive, operational strategizing
- Manage support services
- Budget management
- Establish and maintain effective relationships with staff, peers, and town government
- Train staff in all aspects of the business
- Communicate effectively
- Keep detailed and accurate records
- Learn general and specialized computer applications
- Manage material resources efficiently
- Manage personnel resources efficiently
- Be flexible and manage a fast-paced environment with calm disposition
- Maintain interpersonal relationships
- Manage building supplies and inventory using cost effective measures and tracking against budget

Essential Duties and Responsibilities for each position include, but are not limited to, the following:

- Maintain regular office hours and consistent attendance, available to handle emergency situations when called upon
- Compliance with our company dress code

Typical Duties:

The Building Operations Manager's duties and responsibilities include but are not limited to:

- Daily inspection of grounds and building
- Establish and maintain maintenance schedule for facility: daily, weekly, monthly, semiannual and annual
- Establish and maintain professional rapport with staff and tenants
- Determine if outsourcing of labor is needed for specific projects, collecting necessary estimates for such labor
- Report building needs to the Board of Managers in a timely fashion. ASAP
- Point of contact for BOM, representing a Municipality and managing CIP timelines
- Prepare documentation and reports in preparation for attendance to monthly Board of Managers meeting

- Responsible for oversight of custodial staff including, but not limited to: assignation of daily assignments, scheduling of hours, scheduling of vacations, oversight of pre/post event room preparedness and evaluations
- Interface with other town agencies to assure compliance with codes and OSHA training requirements
- Establish and maintain relationship with vendors and contractors
- Proactively maintain supplies needed for internal and external care of facility including but not limited to: proper storage and inventorying of materials and equipment, accept and sign for deliveries, compare costs for purchase from local vendors, maintain product inventory
- Follow the town purchasing policy by obtaining a minimum of 3 quotes and keeping on file
- Submission of purchase orders and receipts to ETH Business Manager
- Fulfillment of other job-related duties as requested by the Board of Managers should the need arise.
- Support in development of Five-Year Business/Financial Plan with ETH Business Manager
- Attending Board of Selectmen, Board of Finance and Legislative Council Meetings as needed
- Formulate policy and procedures in conjunction with the ETH Board of Managers
- Developing CIP requests in conjunction with the ETH Board of Managers
- Maintaining theater advertising software/system and equipment
- Manage and oversee office machinery (copiers, computers, etc)
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- Interviewing and hiring Edmond Town Hall staff for positions reporting to the Operations Manager
- Provide AV support to renters for leased equipment
- On call 24x7 for emergencies, fire system issues, breakages, etc
- Assist with building tours to perspective renters
- Assist with live event performances by helping to set up on day of event, be present at the event, help secure all staffing, and other requirements as needed for a successful event
- Other duties as needed and assigned

Wages, Health Benefits, 401K, and Vacation Structure
Edmond Town Hall is an Equal Opportunity/Affirmative Action employer.

To Apply, Please Email: Jennifer Guman
 Edmond Town Hall
jenguman@gmail.com

(please include cover letter and resume)