

VENUE OPERATIONS COORDINATOR #39293 Job Description

Department: Cal Performances
Payroll Title: Administrative Supervisor 1
Title Code: 007374
Percentage of Time: 100%
Schedule: Monday-Friday, nights and weekends as needed
Supervisor's Title: Venue Operations Manager
Personnel Program: Personnel Policies for Staff Members

INTRODUCTION

Cal Performances is the performing arts presenting, commissioning, and producing organization based at the University of California, Berkeley. The mission of Cal Performances is to produce and present performances of the highest artistic quality, enhanced by programs that explore compelling intersections of education and the performing arts. 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 \$18M and roughly 60 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 Coordinator** reports to the Venue Operations Manager of Cal Performances and is responsible for supporting the overall administration of our venue(s) operations and building security for Cal Performances. The incumbent supervises the stage door staff and is responsible for ensuring that artists, staff, students, and patrons receive excellent customer service and sufficient building security during all hours of operation.

RESPONSIBILITIES

**denotes an essential job function*

Supervise Stage Door Operations and Staff*

Manage all aspects of the stage door operations including building access, safety, security, and front office administration.

Hire, train, supervise, and schedule stage door staff. Ensure a high level of customer service is provided to visitors and staff.

Function as a central resource for staff and visitors, keeping abreast of organizational issues to provide accurate information, instructions, and directions as appropriate.

Coordinate all aspects of the stage door administration, including handling incoming calls; receiving and distributing mail, faxes, deliveries; stocking office supplies and ensuring photocopier machines are functioning properly. Serve as the Federal Express & UPS contact for the organization, and coordinate daily requests for pick-up. Assist with departmental bulk mailings, as time permits.

Participate in the development and implementation of organization-wide programs that ensure guests of Cal Performances from diverse backgrounds are treated equitably, and have a demonstrably strong experience of inclusion and belonging.

Building Safety & Security*

Coordinate and oversee building access for staff, students, visitors, and service personnel. Open rooms, provide keys to authorized persons, assign rooms, conduct inspection rounds of building to check for security, fire, and accident hazards; check access points, and report building security problems to appropriate University Officials as required. Ensure that all procedures are in place for the building to be open to the public and closed at the conclusion of events. Identify who is responsible for locking and securing buildings at the end of the night.

Work with Venue Operations Manager to continuously improve the emergency response plan and safe egress plan.

Act as backup 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.

Functions as the secondary "Department Access Key Controller" and is responsible for maintaining accurate records of all access control activities; ensuring appropriate authority in issuing, ordering, and recovering keys.

Handle Lost and Found items by helping track lost items and arranging return of items to owners.

Maintain first aid and emergency preparedness supplies and scheduling of periodic first aid training and required compliance record keeping.

Facility/Property Maintenance*

Distribute and collect all handset radios and technical supplies (projectors, owl camera, etc) and any problems.

Check out departmental vehicles to authorized persons. Report departmental fleet vehicle problems as required. Coordinates maintenance and repair of fleet vehicles and equipment.

Participate in submitting and monitoring all maintenance, custodial, grounds, and other service requests to Facilities Services as well as outside vendors.

Maintain shared areas in buildings to ensure that they are professional in appearance and kept neat, clean, and well organized.

Maintain detailed records of maintenance and repairs.

Administrative Support*

Arrange for parking as required. Handle parking requests and serve as a liaison with Parking & Transportation Services.

Contribute to written standard procedure and other operational documentation.

Provide support for purchasing of goods and services needed in the Venue Operations Department.

Provide occasional back-up support as Cal Performances' on-site representative at the Greek Theatre.

Perform general administrative duties as assigned.

SKILLS, KNOWLEDGE & ABILITIES

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 and distribute efforts appropriately among tasks, manage competing deadlines, handle frequent interruptions and maintain a high level of productivity. Accuracy and careful attention to detail are required.
- Demonstrated record of punctuality and attendance required.
- Excellent computer skills and facility 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.

Preferred qualifications

- Experience using ArtsVision (arts management database) or similar event and space management software preferred.
- Appreciation for the performing arts and experience, appreciation, or familiarity with creative personality types, artists and art forms.

How to Apply:

Please visit <https://jobs.berkeley.edu/> (search by the Job ID #39293) or https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCHJOB.GBL?Page=HRS_APP_JBPST&Action=U&FOCUS=Applicant&SiteId=21&JobOpeningId=39293&PostingSeq=1 for a complete job description and to apply.