



**Marcus Performing Arts Center
Position Description**

| | |
|--------------------------|--|
| Job Title | Vice President of Venue Operations |
| Department | Operations |
| Reporting To | President/CEO |
| FLSA Status | Exempt |
| Employment Status | Full-Time |
| Direct Report(s) | Sr Director of Facility Engineering, Technical Director, Theater Manager |

JOB SUMMARY

The Vice President of Venue Operations will be a results-oriented member of the executive team with overall responsibility for providing strategic leadership in all aspects of the venue management, safety, and security in this multi-venue facility. This individual will oversee planning and management of day-to-day venue operations, special events and infrastructure, ensuring the development and implementation of innovative and cost-effective systems. They will serve as the facility's primary steward, overseeing regular building maintenance and major capital improvements. They will be knowledgeable about current and emerging venue management technology, trends, and tools. A natural collaborator, the Vice President will advocate for internal and external stakeholders who use MPAC facilities to ensure a high-quality guest experience. The Vice President will possess a deep appreciation for the arts and will champion the continuing improvement of MPAC facilities to ensure the organization’s long-term success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee and manage all venue operations including stage production, front of house, concessions & catering, security, parking, housekeeping, building engineering, and maintenance teams ensuring facilities are properly and efficiently utilized.
- Build and implement innovative policies and procedures that elevate service and support to all internal stakeholders and ensure a high-quality guest experience.
- Oversee planning and implementation of operational and facility improvements that remove barriers to venue accessibility and provide reasonable accommodations to ensure equal access for individuals with mobility limitations.
- Communicate regularly with staff to ensure timely response to venue scheduling deadlines and technical needs.





- Verify that all facilities are managed in compliance with codes, ordinances, regulations, laws, and other requirements.
- Monitor and evaluate operational processes and develop new and revised methods and procedures as appropriate.
- Research and develop opportunities for shared space, inventory, services, and resources among venues to create impactful efficiencies.
- Ensure economies of scale in facility purchases, usage, and upgrades across facilities.
- Lead long-term capital planning for all venues including plans for preventative maintenance, repair and replacement of assets.
- Provide concise, relevant, and timely updates on venue financials and operations to the President & CEO to help fulfill policy-setting and decision-making responsibilities.
- Lead negotiations with union representatives to reach mutually beneficial agreements.
- Oversee the preparation of the annual venue operations budget with the CFO/Vice President of Finance and Administration.
- Actively engage with comprehensive networks of industry professionals by participating in relevant fieldwide convenings to stay current with industry trends and innovations.
- Inspire, mentor, evaluate, and guide a high-performing team that supports a culture of inclusion, growth, and continuous improvement and values staff well-being.
- Build strong, positive relationships with government officials, civic leaders, and industry innovators in support of the Marcus Center's mission and operational goals.
- Actively develop team members, empowering individuals, promoting collaboration, removing barriers, achieving results, showing recognition and appreciation to attract and retain diverse talent.

This job description provides the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time.

QUALIFICATION REQUIREMENTS

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 abilities required.

Education and Experience

- Ten plus years' experience in a public events facility are required.
- Five years of direct senior management experience
- Multi-venue facility experience is preferred.



Knowledge, Skills and Abilities

- A commitment to the arts and arts education
- Ability to be appreciative of diverse perspectives, and a commitment to the organization's initiatives regarding racial equity, diversity, and inclusion (REDI)
- Experience supervising staff, creating & managing budgets, and expertise working with internal and external stakeholders.
- Possess interpersonal skills, promote creative thinking & expression, and hold a deep understanding of the connection between a world-class venue and providing excellent guest experiences.
- Must have knowledge and passion for new and innovative industry technologies for both facilities and stage production.
- Proven track record of successfully negotiating union contracts and maintaining positive relationships with union representatives.

WORK ENVIRONMENT / JOB SPECIFICATIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily perform work in a shared office environment. Occasionally move around the office and access or use computers, office equipment, and other pertinent supplies, space or equipment used to perform the duties of the position. Work with frequent interruption. The employee is frequently required to talk or hear and requires close vision. The employee is occasionally required to stand, walk, stoop, kneel or crouch and lift up to 20 lbs. Must have reliable transportation to travel to offsite businesses for events, programs and meetings.

The noise level in the work environment varies from quiet to an increased volume.