



**Job Title: Senior Performance Operations
Manager**

CLASSIFICATION DESCRIPTION

Department: Palladium

Pay Grade: 111

FLSA Status: Exempt

Remote Work Eligible: No

JOB SUMMARY

This position supports theatrical productions and other performing arts events by planning and coordinating operational strategies, providing customer services, and coordinating events. Responsibilities may include: supervising staff; providing recommendations on strategies and capital improvement initiatives; planning, coordinating and monitoring concession or box office sales; coordinating security activities; designing and coordinating the production sets and plans; responding to customer needs; maintaining records; and preparing operational reports.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Develops and implements a business plan each year.
- Manages theatre schedules to ensure the efficiency of theatre usage; specifies and schedules appropriate equipment for the events; interacts with clients as needed; and ensures contract obligations are met.
- Participates in the planning, directing and coordinating of the operational strategies; provides recommendations on purchasing and capital improvement initiatives.
- Designs and coordinates the production sets and plans; monitors the work of contractors.
- Plans, coordinates and monitors concession and box office sales, which includes: assessing customer needs; managing ticketing system and patron database; determining discounts and pricing structures; supervising cash handling procedures; and monitoring security activities of the theater.
- Monitors the installation and testing of audio, lighting and video systems; coordinates the technical and support staff.
- Maintains a variety of records; preparing and reviews operational reports.
- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
- Assists with budgeting/expensing functions.

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- Assists with establishing and maintaining community, business, and College work relationships.
- Develops, delivers, and supports related theater educational programs.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree; five (5) years of related work experience supporting theater productions; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervisory principles;
- Theater operations;
- Project coordination techniques;
- Sales and marketing principles;
- Ticketing operations;
- Basic accounting principles;
- Database management principles; and
- Computers and related software applications including ticketing program software.

Skills in:

- Managing ticketing operations;
- Providing customer service;
- Maintaining databases;
- Operating applicable ticketing databases;
- Troubleshooting and resolving problems;
- Overseeing and reconciling financial information;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Monitor and evaluate the work of assigned staff; and
- Prioritize and assign work;

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Valid Florida Driver’s License.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

| Physical Activities | | Physical Activities | |
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| Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching. | | Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward. | X |
| Climbing – ascending, descending ladders, stairs, ramps, requires body agility. | | Reaching – extending hands or arms in any direction. | |

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| Crawling – moving about on hands, knees, or hands, feet. | | Repetitive Motion – substantial movements of wrists, hands, fingers. | <u>X</u> |
| Crouching – bending body forward by bending leg, spine. | <u>X</u> | Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely. | <u>X</u> |
| Feeling – perceiving attributes of objects by touch with skin, fingertips. | | Standing – for sustained periods of time. | <u>X</u> |
| Fingering – picking, pinching, typing, working with fingers rather than hand. | <u>X</u> | Stooping – bending body downward, forward at waist, with full motion of lower extremities and back. | <u>X</u> |
| Grasping – applying pressure to object with fingers, palm. | | Talking 1 – expressing ideas by spoken word. | <u>X</u> |
| Handling – picking, holding, or working with whole hand. | <u>X</u> | Talking 2 – shouting to be heard above ambient noise. | <u>X</u> |
| Hearing 1 – perceiving sounds at normal speaking levels, receive information. | <u>X</u> | Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading. | <u>X</u> |
| Hearing 2 – receive detailed information, make discrimination in sound. | <u>X</u> | Visual Acuity 2 – color, depth perception, field of vision. | <u>X</u> |
| Kneeling – bending legs at knee to come to rest at knees. | <u>X</u> | Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures. | <u>X</u> |
| Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back. | | Visual Acuity 4 – operate motor vehicles/heavy equipment. | <u>X</u> |
| Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning. | <u>X</u> | Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts. | <u>X</u> |
| Pulling – use upper extremities to exert force, haul or tug. | <u>X</u> | Walking – on foot to accomplish tasks, long distances, or site to site. | <u>X</u> |

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays. Work may involve some travel.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

May be subjected to moving mechanical parts, electrical currents, inadequate lighting, and work space restrictions.

Work is performed regularly where decisions are made that could lead to major community or organizational consequences if there is a failure to make the appropriate decision at the time.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.