

## Director of Operations

Department	Theatre Operations	Hiring range	\$66,000 - \$74,000
Supervisor	Managing Director	Status	Regular, Full-time, Exempt
Revised	July 2021	Location	Seattle, WA

The Director of Operations is at the center of ACT Theatre’s systems and daily functionality. They are responsible for the upkeep, maintenance, and planning for capital improvements of Eagles Theatre Centre, the nationally landmarked building that is the home of ACT Theatre. The Director of Operations creates and manages systems that keep the facility and the organization running at high capacity and volume. They manage day-to-day operations, including audience services, IT, venue rental, janitorial, and security. They also participate in the development, recommendation, and administration of policies, procedures, and processes in support of the organization’s mission and values.

A successful candidate will have an upbeat, can-do attitude and excel in project management and employee motivation.

### Specific Job Functions

<p><b>Operations</b></p> <ul style="list-style-type: none"> <li>• Support a positive and safe work environment for staff, patrons, and artists across the organization</li> <li>• Establish systems and provide process and procedure training across the company</li> <li>• Oversee the Audiences Services Manager, Front of House Staff, and Concessions program</li> <li>• Establish systems for communication, follow-through, and support to ensure a functional and dependable environment</li> <li>• Develop and maintains positive relationships with co-workers, vendors, and patrons</li> <li>• Coordinate with team managers on building traffic, use, and needs for shows, rentals, and events</li> <li>• Oversee the Event and Rental team, providing guidance on outbound sales efforts and venue set-up</li> <li>• Create systems for managing administrative supplies and equipment</li> <li>• Head the Safety Committee and adheres to safety guidelines</li> <li>• Support multiple department needs to create a positive and efficient environment for staff, patrons, and artists</li> <li>• Develop and administer the annual department budget, then monitor and benchmark department activities to ensure that resources are being utilized efficiently and effectively</li> <li>• Supervise and support IT function as necessary</li> </ul>	<p>45%</p>
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<p><b>Facilities</b></p> <ul style="list-style-type: none"> <li>• Coordinate and oversee facility needs, including renovation, preservation, repair, and maintenance work assignments for facility team, staff, technicians, vendors and contractors.</li> <li>• Responsible for inspections and reports for safety and permits</li> <li>• Obtain and review cost estimates for the procurement of parts, services, and labor for projects</li> <li>• Manage capital projects budgets and plans</li> <li>• Manage vendor relationships and be responsible for invoice processing and accuracy of coding</li> </ul>	45%
Additional duties as assigned in support of the theatre	10%

**Required Knowledge, Skills and Abilities**

These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Educational Background:** High school diploma or general education degree (GED) required. Minimum of four years of related experience and/or training. Associates degree or Bachelor’s degree preferred with focus on business administration, technical or management areas. Prior supervisory experience preferred.

**Skills and/or Abilities:** High level project management with the ability to see broad scope and manage the details.

Intermediate skills with Microsoft Office suite. Working knowledge of architectural, electrical and mechanical systems. Working knowledge of leases, contracts and related documents. Working experience in IT systems, specifically cloud based applications. This position at times will use stairs and lift packages.

**Certificates and/or Licenses:** Facility Management certification preferred. MAST permit required (for purposes of maintaining organization’s liquor license). Driver's license may be required.

**Communication Skills:** Excellent written and verbal communication skills. Strong organizational and analytical skills. Ability to provide efficient, timely, reliable and courteous communication. Ability to effectively present information. Ability to respond effectively to sensitive issues.

**Financial Knowledge:** Requires advanced knowledge of financial terms and principles. Ability to calculate intermediate figures such as percentages, discounts, and commissions

**Essential Physical Skills**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

While performing the duties of this job, the employee is regularly required to sit and stand for periods of time; use hands to finger, handle, or feel; use a computer keyboard and screen; use a telephone and speak and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Ability to lift and carry at least 25 pounds, assisted or alone.

Occasional weekend and evening work will be required.

### **Equity and Inclusion**

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

### **ACT Theatre Mission and Vision**

- Mission: ACT is a contemporary theatre where artistic ambition and civic engagement unite.
- Vision: ACT envisions a world where the power of theatre expands our collective understanding of community and our own humanity.

### **Peak Performer Commitments**

ACT's values and principles guide our work, relationships and decision-making. We encourage our employees to practice forward thinking and curiosity-driven learning. We emphasize inclusivity of voices, experiences, and cultures, and seek to be a transformative agent for change in individuals, communities, and societies. We are civic minded, and believe in the spirit and strength of shared purpose and collective responsibility.

### **Environmental Conditions**

Office, retail store, and stockroom environments with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

#### *Disclaimer:*

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All ACT employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

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Employee Name

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**Signature** (Verifying receipt and understanding of this job description)

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Date