

THE CAMPANILE CENTER FOR THE ARTS

OPERATIONS MANAGER

JOB DESCRIPTION

Our Mission: To develop, promote and support the arts in the Lakeland community through education, performance and exhibition.

The Operations Manager reports to the Executive Director and is responsible for the ongoing operations of the organization, supporting the achievement of its mission and financial objectives.

Responsibilities

Operations:

- Work with Executive Director in the development of annual plans for all programs, performances and events.
- Responsible for the day-to-day operation of the center, assuring quality programs, performances and events.
- Serve as House Manager for all assigned CCA events. Coordinate front-of-house needs. Front-of-house needs include, ticket takers, concessions, coordination and scheduling of volunteer ushers, building safety and security, merchandise sales, media visits, hospitality, and physical event set-up requirements. Supervise and coordinate services for visiting artists including, but not limited to, local transportation, catering and hospitality, hotel accommodations, physical security and safety, and other special requests.
- Create and maintain master calendar for all CCA spaces and events and act as point of contact and liaison between event organizers and CCA staff.
- Serve as primary point of contact for all CCA rental event inquiries. Assist all users ensuring the proper and safe utilization of facilities in accordance with the CCA Policies.

Marketing & Public Relations:

- Work collaboratively to present the Programming Committee and Conservatory Committee with annual plans for programs, performances and events.
- Work with artist management representatives to effectively schedule and carry out concert events.
- Write and/or distribute news releases, as well as coordinate media coverage as appropriate to promote the activities of the organization.
- Assist in the development of all promotional and other printed materials for the center.
- Assist in the maintenance of the web-site and other social media sources to keep information current.
- Establish positive working relationships and cooperative arrangements with community groups and organizations.
- Represent the programs and point of view of the organization to agencies, organizations and the general public.

Human Resources:

- Maintain a culture that attracts, retains and motivates a staff and volunteer base of top quality people.
- Work collaboratively with teaching staff to coordinate registration and schedules for lessons.
- Lead in the oversight for all contracted service labor for the center.

Financial and Legal:

- Assist Executive Director in the development of annual budgets.
- Timely and accurate payroll, accounts payable and receivable activity.
- Maintain accurate student records, timely billing and collections.
- Assure all programs, performances and events are running within budget.
- Cultivate future donors to support the center by recognizing everyone plays a role in development.

Buildings, Grounds and Equipment:

- Work directly with the center's Buildings and Grounds Committee to establish an annual audit of the facilities and grounds, developing plans with estimates for anticipated repair or replacement needs.
- Oversee the maintenance, repair and overall well-being of the facility and grounds for the center, ensuring safety and cleanliness.
- Maintain a preventative maintenance schedule for all appropriate heating, cooling, plumbing, mechanical and electrical equipment.
- Promote auditorium rentals, schedule events and ensure all requirements under the License Agreement and Rider for rentals are met.
- Scheduling of routine inspection and maintenance of musical instruments.

Education/Experience

- College degree or commensurate experience required.
- Background in the performing arts or hospitality preferred but not required with 3 - 4 years experience. Venue operations experience beneficial.

Minimum Skills and/or Knowledge Required

- Organization and planning skills; ability to prioritize
- Must be able to quickly learn and understand various organizational programs. Experience with WordPress and ticketing/crm system a plus.
- Good Interpersonal skills
- Critical thinking
- Ability to create and maintain budgets
- Adaptability
- Clear communication skills
- Excellent computer literacy, including Microsoft Office suite software, QuickBooks and Zoom web conferencing software.
- Experience creating and maintaining processes and documentation.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to communicate in person and on the telephone. The employee is frequently required to use hands to operate computer keyboard, office equipment, and other essential tasks. The employee is frequently required to sit, stand, walk, bend, stoop, crouch, and reach with hands and arms. This position infrequently lifts, carries, or otherwise moves and positions objects weighing up to 60 pounds.

Applications and Inquiries

Please submit a cover letter, resume, references and salary requirements to:
info@campanilecenter.org. Position open until filled.