



**Facility and Events Security Manager
2022-2023 Season**

Department:	Operations
Job Title:	Facility and Event Security Manager
Reports To:	Director of Operations and Access Initiatives
Type of Position:	Full-Time and On Site/ Hours Based on Performance and Events Schedule, Weekend, evening, and holiday support required

GENERAL DESCRIPTION

The Facility and Event Security Manager is a full-time position reporting to the Director of Operations and Access Initiatives. This role will provide direct support to the Operations, Venue Services, and Facility Engineer teams in management of day-to-day facility operation needs and security management for all performances and events. This is a new management role within the Operations Department of the Harris Theater. Duties and responsibilities may evolve based upon the operational needs of the venue.

This role works in collaboration with their colleagues in the Operations department with the primary focus of daily Facility Security supervision, onboarding, training, and scheduling of internal Part Time Facility Security personnel, onsite management, walkthroughs, and communication surrounding facility security logistics for high level events and with third party vendors.

DUTIES AND RESPONSIBILITIES

Organizational Emergency Preparedness

- Assist in leading and updating materials for Emergency Preparedness & Emergency Evacuation Trainings for all Harris Theater Full-Time and Part-Time Staff in coordination with Director of Operations, Facilities Engineer, and Front of House & Audience Services Coordinator
- Works with Facilities Engineer and Assistant Facilities Engineer to have working knowledge of the Emergency Fire Panel to communicate issues effectively and navigate issues that might arise.
- Keeps up to date on contemporary security practices for performing arts venues and informed on current Harris Theater programs and policies. This includes representing the Harris Theater through community groups such as the Chicago Cultural Properties Security Group.

Facility Security & Event Security Management

- Lead and supervise Part-Time Facility Security personnel. Duties include recruitment, hiring, onboarding, training, and continued staff development.
- Facilitates initial onboarding shifts which include on-site training of operational processes and providing tour and overview of the facility.
- Schedules Part-Time Facility Security personnel based upon daily operations, performance/event schedule and works with Director of Operations to stay within budget for annual personnel expenses.
- Completes weekly payroll approval and communicates any issues or adjustments accordingly.
- Leads Performance Reviews for Facility Security personnel with support from Director of Operations.
- Completes administrative tasks for Facility Security personnel as needed (such as managing requests off, paid sick leave, switching shifts, communication for any schedule adjustments)

due to schedule changes, requesting performance tickets, and troubleshooting clock in/clock out issues)

- Provides on-site supervision and support for performances and events especially for Harris Presents performances or high-level events. Including but not limited to prepping event materials, affirming that perimeter checks are completed, and issuing event assignments in conjunction with Front of House and Operations Coordinator.
- Liaison with third-party contracted security services to communicate performance/event schedule, no-shows, confirm invoices, etc.
- Works closely with Front of House & Audience Services Coordinator to transition performance and event details to both internal and third-party security event personnel
- Establishes the practice of consistent communication between the Facility Security team and Front of House teams throughout a performance or event to ensure excellent customer service and time-sensitive responses to any emergency/facility support needs.
- Completes Incident Reports as needed and communicates with Front of House & Audience Services Coordinator surrounding any high-level onsite emergencies that should be shared with Sr. Leadership
- Performs duties of Part-Time Facility Security personnel as needed by completing daily rounds, perimeter checks, unlocking areas based upon daily needs in support of opening rounds, locking down areas in support of closing rounds, communicating to individuals and tenants about deliveries, and complete Daily Activity Reports.
- Provides Security Desk coverage or event support coverage based upon facility and event needs or due to call offs or gaps in schedule.

Daily Operations and Administrative Tasks

- Participate in Weekly Onsite Activity Meeting with internal departments to review upcoming performance and event schedule.
- Distributes Weekly Onsite Activity Schedule to Part-Time Facility Security Team and communicates necessary items effectively such as specifics around deliveries, on-site meetings and vendor activity, necessary company/performance information, etc.
- Attends dedicated Security walkthroughs with renters or internal meetings for specific events or high-level events
- Coordinates annual CPR/AED Training for designated Harris Theater Staff
- Monitors IT equipment (Security Office computers, security cameras, alarm system, keypad system) and communicates swiftly if services are required
- Works closely with Director of Operations on keycard and keypad system management, as well as camera review for incidents as required.
- Manages Security Desk office supply needs, Security Office lockbox and maintains uniform inventory within approved budget.
- Manages Lost & Found follow up and routine clear out of items
- Monitors and distributes building access tools such as Daily Sign-In Sheets, Backstage lists, Backstage wristbands, and credential identifier(s) per user.
- Additional tasks and responsibilities may be added based upon facility needs and event management requirements.

EXPECTATIONS AND EXPERIENCE

As a member of the Theater team, the Facility and Event Security Manager is expected to:

- Uphold the Harris Theater's mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, and respect
- Onsite or attend performances/events as required for your role.
- Participate in organizational and regular team meetings, share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes.
- Participates in cross-departmental working groups as relevant to the role.
- Support and align with the organization's Diversity, Equity, and Inclusion (DEI) efforts.
- Maintain professional conduct and represent the Theater positively in all interactions with artists, renters, partner organizations, donors, vendors, volunteers, patrons.

The ideal candidate will have:

- Experience in security management, emergency management, customer service, personnel management, or a related field.
- Strong communication and organizational skills and a willingness to collaborate with colleagues
- Ability to confidently and effectively lead and grow a team.
- Ability to intuitively navigate groups who have a variety of needs when accessing the facility, such as staff, artists, patrons, VIP guests, vendors, and neighboring community members.
- Ability to focus in a fast-paced environment
- The ability to remain in a stationary position up to 75% of shift time, ability to navigate stairs to access areas of the facility, and ability to move items up to 25 pounds across different areas of the facility.
- Experience with Microsoft Office suite, particularly Outlook, two-way radio communication, general safety/emergency equipment.
- Current CPR/AED, PERC, and 20-Hour Unarmed Security Training preferred.

COMPENSATION AND INSTRUCTIONS TO APPLY

The salary range for this position is \$49,000 - \$55,000 per year [plus benefits package]. Please submit a cover letter and resume to jobs@harristheaterchicago.org. No phone calls please.

The Harris Theater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state and local laws.

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting access@harristheaterchicago.org.



As of August 16, 2021, any new hire of the Harris Theater will be required to be fully vaccinated against COVID-19 by their first date of employment. Employee will be required to complete a Harris Theater COVID-19 vaccination disclosure during the initial on-boarding. Medical and religious exemption form made available upon request.