



**Operations & Events Manager
2021-2022 Season**

Department:	Operations
Job Title:	Operations & Events Manager
Reports To:	Director of Operations & Access Initiatives
Type of Position:	Full-Time & On-site / Hours Based on Performance & Event Schedule

GENERAL DESCRIPTION

The Operations & Events Manager is a full-time position reporting to the Director of Operations. This role works in collaboration with their colleagues in the Operations department with the primary focus of concessions oversight, facility management, event logistics and execution.

Currently, this role will provide direct support to the Director of Operations in management of day-to-day operations and logistics with the ability to evolve and make necessary preparations as the organization incorporates concessions and special events back into standard operations.

At that time, primary responsibilities will include oversight of the theater's in-house concessions, including strategy, relationship building, and service standards. Additionally, this role manages the preparation and execution of all Harris Theater Presents special events and receptions in collaboration with the External Affairs department along with preparing necessary artist needs while in the theater and provides general support for events tied to renters/clients.

DUTIES AND RESPONSIBILITIES

60% Events and Service Management

- Oversees Concessions Inventory and Strategy with Director of Operations and Vice President of Operations & Production, GM. This includes but is not limited to: creation of annual concessions budget and delivering on budgeted concessions revenue goal, management of inventory, product ordering and building of vendor relationships, strategizing on ways to increase profit margin and mitigate product loss.
- Works directly with External Affairs department on special event needs related to Harris Theater Presents on-site or off-site special events, reception, dinners or audience engagement opportunities. This includes but is not limited to: creating event timelines, staffing assignments, layouts, all vendor communication, and payments, facilitating necessary production needs.
- Responsible for and acts as organizational expert and main point of contact for current POS system Square.
- Seeks and manages the cultivation and solicitation of catering or alcohol sponsors for special events and concessions.
- Guides renters when planning receptions and events and coordinates the necessary paperwork and floor plans for execution.
- Builds out bar buy-out packages for renters and clients and manages catering contacts alongside necessary paperwork such as certificates of liability insurance, catering and liquor licenses.
- Onsite for Harris Theater Presents performances and special events and as needed for all performances and events to support concessions and front of house needs.
- Works in collaboration with the Front of House and Audience Services Coordinator to determine staffing needs to support concessions and special events.
- Manages performance procedures for concessions set up, service, and tear down including bank/monies distribution, POS set up, pulling of and issuing of concessions sales

reports, rebuilding banks, and arranging for change pick ups with Harris Theater's bank as necessary.

- Assists with training and support of Audience Service Representatives to carryout concessions sales and service for special events.

20% Paperwork & File Maintenance

- Builds out bar buy-out packages for renters and clients and manages catering contacts alongside necessary paperwork such as certificates of liability insurance, catering and liquor licenses.
- Processes necessary paperwork and communication as needed to support the Operations department as needed. This includes but is not limited to: filing contracts following execution, compiling settlements for Director of Operations to review, creation of special event invoices for internal departments and renters, compiling details of weekly onsite activity schedule, creation of floor plans, assistance in various other operational and facility schedules and communication.
- Manages BASSET Certifications and documentation for all staff

20% Cross Organizational Support

- Attends Front of House and Production Meetings for upcoming productions along with weekly internal Onsite Activity Meeting.
- Arranges artist hospitality as needed for Harris Theater Presents performances within the designated budget.
- Works with Venue Services Manager on internal meeting reservations and set up needs.

EXPECTATIONS AND EXPERIENCE

As a member of the Theater team, the Operations & Events 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.
- 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 or demonstrated interest in operations or front of house management, hospitality or food & beverage service, customer service, arts administration, or a related field
- Strong communication and organizational skills and a willingness to collaborate with colleagues
- The ability to prioritize, manage multiple projects simultaneously, and maintain focus in a fast-paced, environment
- BASSET Certification and Food Handling License
- Experience with Microsoft Office suite and Point of Sale experience

SALARY RANGE 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. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.