

Career Opportunity

Title: Operations Manager
Department: Operations
Reports to: Vice President of Operations
Location: Dallas, TX
Position Available: Immediately



Job Summary:

This position will be responsible for administering the daily activities of the operations department. Coordination and review of specific needs of events as it relates to associated services, including but not limited to Physical Plant, Janitorial, Parking, and Public Safety. The Operations Manager will assign appropriate associated service staff for all events. To improve efficiency of the Operations Department, the Operations Manager will monitor and analyze event conditions and make recommendations to better the event and overall operations of the Center. Fiscal responsibilities include annual budget preparation, expense forecasting and oversight of all expenses for the venues within the Center. This individual will be accountable for consistent implementation of Center policies and procedures.

Position Responsibilities:

- Manage the overall Center wide calendar
 - All event notes are entered by the Operations Manager. This position is the receiver and disseminator of all event information for the department.
 - Schedules all associated services to maximize efficiencies.
- Manage the life safety policies and procedures for the Center
- Manage Operations Departments training programs
 - CPR/First Aid Training
 - OSHA Training
 - Trained Crowd Manager
 - Lunch & Learn
- Administrate the MOD Program for the Center
- Center liaison for the ADA program
 - Manage the Patron Access Team Program
 - Manage CSI's and distribute them properly
 - Set up audio described performances and manage the RRR contract
 - Set up sign interpreted performances when requested
 - Keep the center ADA compliant by staying educated on the ADA laws and changes
 - Create an ADA advisory team
 - Reach out to the local community for opportunities
- Manage contracted services personnel and billing
 - Public Safety
 - Parking
 - Housekeeping
 - Wolfgang Puck Concessions

- Create new programs and services that lead to better Customer Service and higher standards for all employees
- Work closely with Resident Companies

Requirements:

- Bachelors Degree in related field or equivalent related experience as determined by hiring department
- Experience with a large performing arts center is preferred
- Proven track record of outstanding customer service and leadership skills to guarantee that the entire team is 100% dedicated to ensuring that each and every patron experience at the Center is an exceptional one
- Flexible schedule for events. This position will work many nights, weekends and holidays
- Ability to establish priorities and manage multiple situations in a fast paced environment
- Strong computer skills with proficiency in Microsoft Word and Excel
- Ability to communicate effectively both orally and written
- Excellent organizational skills with a high attention to detail
- Professional demeanor and attire
- PREFERRED BUT NOT REQUIRED:
 - Trained Crowd Manager certification

About the AT&T Performing Arts Center:

The Center is a nonprofit foundation that operates and programs three premier performance venues and a 10-acre park for music, opera, theatre and dance in the heart of downtown Dallas. The Center also makes performance art accessible to local students through its education program, Open Stages. Opened in October 2009, the Center helped complete the 30-year vision of the Dallas Arts District.

The Center's Resident Companies are: The Dallas Opera, Dallas Theater Center, Dallas Black Dance Theatre, Texas Ballet Theater and Anita N. Martinez Ballet Folklorico. The Center also has a partnership with TITAS, the premier performing arts presenter in Dallas.

AT&T PAC's mission is:

To provide a public gathering place that strengthens community and fosters creativity through the presentation of performing arts and arts education programs. We accomplish our goals by maintaining a welcoming campus with state-of-the-art venues; by providing support and services for the AT&T Performing Arts Center and its resident companies; by presenting renowned regional, national, and international performances; and by offering innovative, diverse and widely accessible arts and education programs.

The Center features the following:

- The Margot and Bill Winspear Opera House
- The Dee and Charles Wyle Theatre
- The Annette Strauss Artist Square
- The Elaine D. and Charles A. Sammons Park
- Two underground parking structures accommodate a total of 850 vehicles.

More information on the AT&T Performing Arts Center is available at www.attpac.org.

For immediate consideration, send cover letter, resume and salary requirements.

By Email: careers@attpac.org

By Mail: Human Resources AT&T Performing Arts Center
2100 Ross Ave., Suite 650 - Dallas, TX 75201

By Fax: (214) 954-9936

AT&T Performing Arts Center is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.