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## Auburn University Job Description

Job Title: **Dir, GPAC Operations**

Job Family: No Family

Job Code: **AB18**

Grade TA10 \$48,800 - \$83,000

FLSA status: Exempt

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### Job Summary

Reporting to the Executive Director of the Jay and Susie Gogue Performing Arts Center (GPAC) at Auburn University, the Director of GPAC Operations is responsible for strategically planning and directing the day-to-day facility and front-of-house operations at GPAC. Oversees all front-of-house operations including ticketing functions, patron relations, supervision of staff, and concessions. Responsible for facility maintenance, facility rentals, and safety and security.

### Essential Functions

1. Responsible for overseeing the front-of-house operations including the supervision of full- and part-time staff, house management, volunteer training, and third-party vendor management including ticket sales customer relationship management (CRM), information technology, concessions, merchandise sales, parking, custodial, police and security, and grounds. Collaborates with internal and external constituents and other University and/or third-party operation-centric enterprise for scheduled performances and daily operations. Responsible for building access and key distribution while maintaining accurate records.
2. Manages facility maintenance plans and serves as the point of contact for internal and external constituents and vendors ensuring maintenance and repairs are completed to contract specifications. Communicates with Executive Director, GPAC and internal and external constituents keeping them informed of work progress, answering potential questions, responding to issues and submitting short and long term facility goals.
3. Manages facility rentals at GPAC by coordinating with prospective internal and external clients to engage initial consultations, deliver rental quotes, administer contracts, organize staffing and vendor needs, manage and execute performances/events, and complete financial settlements.
4. Monitors the delivery of an accurate and complete calendar of GPAC daily events for staff.
5. Oversees the development and maintenance of an emergency action plan which includes the components of health and life safety, fire safety, and police and security. Serves as safety coordinator working closely with Auburn University Risk Management and Campus Safety and Security ensuring facility compliance.
6. Performs other related duties and responsibilities as assigned by the Executive Director, GPAC.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Degree in Theatre Management, Arts Administration, Business Administration, Public Administration, or relevant field
<b>Experience (yrs.)</b>	8	Experience in theatre operations, facilities management/operations, business administration/operations, arts administration, and/or patron services. Experience in theatre/performing arts center and/or hospitality management preferred.

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

### Minimum Required Knowledge

#### Certification or Licensure Requirements

CPR and AED certifications required or must be obtained within the first 90 days of employment.

International Association of Venue Managers Academy for Venue Safety and Security and/or CVP certification preferred.

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### Physical Requirements/ADA

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, sitting, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/10/2022

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