



musicforyou

**Job Title: BUILDING OPERATIONS MANAGER**

**JOB PURPOSE AND REPORTING STRUCTURE**

- Ensure the smooth operation of the Conrad Centre for the Performing Arts' physical plant and venue security, oversee high quality maintenance of the facility, and provide assistance to the Director of Orchestra Operations related to Capital Projects, Hall Rentals and Venue Operations.
- Manage and administer overall scheduling for CCPA. Manage hall rental activity. Supervise front of house, stage door, technical and cleaning staff.
- This position reports directly to the Director of Orchestra Operations

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Manage all facility/maintenance issues regarding CCPA.
- Provide direct supervision to all casual staff (doorman, cleaner, technicians, and volunteers) and maintain their overall schedules.
- Manage relationships and work orders with building maintenance vendors. (Heating, telephone, doors etc)
- Manage Security function in the building, detailing and coordinating details as circumstances arise (contract administration, staff, special events). Manage Security System, keys and building access controls, distribute and log keys issued.
- Manage CCPA budget process, monitor expenditures against budget and prepare invoices for approval. Prepare payroll hours for casual staff (doorman, cleaning, technical)
- Manage all bookings for CCPA. Issue all contracts and show settlements. Ensure that contractual obligations are fulfilled. Maintain rental schedules in OPAS.
- Assist the public with all inquiries relating to CCPA and at all times maintain positive relations with the public.
- Oversee all contracts and rental settlements.
- Oversee the proper scheduling of CCPA and implementation of events and functions in the Hall.
- Interface with catering and bar services regarding event needs.
- Develop and implement marketing strategies for CCPA

- Maintain and publish Building and Loading Dock schedules in coordination with KWS staff and the Children's Museum.
- Act as Manager on Duty for performances/events.
- Supervise, hire, direct work and oversee the necessary training/development of ushers and occasional FOH managers. Create overall schedule for ushers
- Manage routine interface with Catering Services regarding facility issues
- Work on special event planning / management as directed
- Coordinate Health & Safety Committee meetings, maintain agendas, minutes, & bulletin board. Implement health & safety items and procedures as directed.
- Serve as Office Manager for the KWS; maintaining office equipment and telephone system and manage relationship with computer support and network provider.

**Requirements:** A minimum of 5 years venue management or related experience; proven ability to effectively manage a performance facility, venue staff and a rigorous schedule; knowledge of and enthusiasm for the performing arts; excellent written and verbal communication skills; and knowledge of computers (Microsoft products and OPAS). A demonstrated strong background in venue management with a willingness to work evenings and weekends. This position manages a cleaning, technical and front of house staff that are scheduled on an as needed basis and therefore must be able to respond to building issues as they arise including maintenance and cleaning.

**To apply:** Please send resume and cover letter to the attention of Amy Higgins, Executive Assistant. [ahiggins@kwsymphony.on.ca](mailto:ahiggins@kwsymphony.on.ca). 36 King Street West, Kitchener, ON N2G 1A3. Position opened until filled.

**About the Kitchener-Waterloo Symphony:** Since 1945 the Kitchener-Waterloo Symphony has enhanced the quality of life in the communities it serves and is one of the most valued cultural gems for our region. With 75 concerts each season, 52 professional musicians and a nationally recognized Youth Orchestra program, Canada's largest regional Symphony plays a vital role of presenting great music to diverse audiences across the region and beyond.