



LYRIC THEATRE OF OKLAHOMA

JOB TITLE: FACILITIES AND VENUE OPERATIONS MANAGER

DEPARTMENT: Facilities

REPORTS TO: Managing Director

CLASSIFICATION: FLSA: Salaried, Exempt

Lyric Theatre of Oklahoma, Oklahoma's leading professional theatre, is seeking a FACILITIES AND VENUE OPERATIONS MANAGER to join our fast-paced team. This position is considered one of the organization's key managers who develops and oversees the theatre's facility operations, maintenance processes and procedures, including staffing and budgeting. The person in this position is required to respond in real time to the evolving nature of operating a live theatre venue. This manager supervises all operations, security, front of house and IT connectivity of a 8,570 sq. ft., 281-seat live theatre venue (built in 1933, renovated in 2007); a 14,720 sq. ft. multi-purpose production facility; 3,900 sq. ft theatre office building; scenic construction warehouse (rented); storage facilities; and three parking lots - all while remaining in compliance with local, state and federal regulations. The ideal candidate will be well-organized and able to optimize the use of space and equipment while reducing operating costs. Leadership abilities, calm demeanor, and phenomenal efficiency can set you apart among our candidate pool.

Founded in 1963, Lyric Theatre of Oklahoma is a 501c3 non-profit organization producing classic to contemporary musicals and plays created by artists from Oklahoma and around the nation. Shows are presented at two Oklahoma City venues – the intimate, 281-seat Plaza Theatre and the grand, 2,477-seat Civic Center Music Hall (not included in Lyric's facility management).

Essential Functions of the Job:

- Develops the facilities annual maintenance budget; ensures effective use of human, fiscal, and physical resources and tracks progress towards maintaining these budgets throughout each fiscal year.
- Reviews utilities consumption and strives to minimize costs.
- Negotiates all service contracts for facility maintenance and other facility operations.
- Works closely with other departments to ensure the facilities are maintained to a high standard.
- Supervises facilities staff (Head of Security, House Manager, part-time IT technician), and external contractors (custodians, groundskeepers, etc.)
- Provides leadership and training to staff for continuous improvement in operations, maintenance, security, health and safety, etc.
Maintains the organization's master calendar for space use. Schedules spaces and performs meeting room set ups.
- Tracks and reconciles monthly expenses with the Managing Director and business office.

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- Ensures the highest level of quality experience for Lyric Theatre patrons, especially with respect to the organization's facilities, and professionalism of the Front of House staff.
- Light janitorial duties, as required.
- Establishes and implements preventive maintenance programs, utility services and maintenance service contracts within allocated resources; makes improvements as required.
- Manages regular maintenance and licensing of the theatre's vehicle pool - including trailers.
- Handles facility and equipment service contracts.
- Plans the acquisition of capital equipment and capital improvements; developing strategies to reduce exposure to risks; ensuring compliance with codes/regulations, health and safety requirements; developing business plans to address maintenance and facility renewal; compiling statistical building data to ensure proper use of resources.
- Develops, implements, and monitors buildings' structures to determine the need for repairs or renovations.

Required Knowledge, Skills, and Abilities:

- Minimum 3 years' experience in building operations and maintenance.
- Practical experience with commercial and industrial HVAC, plumbing, and electrical.
- Strong facilities operations and service contract management skills; experience in budget preparation and management. Experience with the preservation of a historic building, is a plus.
- Able to read and understand complex facilities infrastructure, mechanical, plumbing, and electrical drawings and specifications.
- Strong client services skills, ability to make decisions on-site and resolve conflicts as they arise.
- Knowledge of safe handling and disposal of chemicals and hazardous waste; emergency preparedness plans and their implementation; and property administration specific to expense tracking, receiving and inventory control.
- Excellent project management skills.
- Knowledge of basic accounting and finance principles. Experience using MS Excel, Word. Project management software, a plus.
- Knowledge and execution of Google Suite (calendars, sheets, docs, slides, photos etc)
- Experience with IT networking management and phone systems, desired.
- Knowledge of CAD, a plus.
- A good listener, organizer and manager; comfortable receiving input from many sources, and able to analyze and act expeditiously in response to immediate needs and in well-organized and calm manner.
Demonstrated ability to deal with ambiguous and uncertain situations with a calm demeanor, and take positive actions to ensure the best quality operation is delivered daily.
- A hard worker with a high energy level; a "doer" with a willingness to work hands-on in developing and executing a variety of activities.

Minimum Required Experience:

- Proven experience as facilities manager or relevant position with minimum 3 years' experience.

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- Proven knowledge of facility management principles and their application for the operation and maintenance of HVAC and hot water systems, alarms, utilities, custodial services, grounds upkeep, pest control, and related facility operations.
- Proven knowledge of facility systems, building emergency systems and equipment controls.

The Ideal Candidate Must:

- Be able to work evenings and weekends, as needed, to respond to facilities needs as they occur, and attend performances.
- Possess a valid driver's license.
- Obtain other licenses or certificates needed for this position as required by law.
- Having a general understanding and appreciation for the performing arts in our community is desired.

Key Relationships:

- Managing Director
- Director of Production
- Business Manager
- House Manager
- Bar Manager
- Head of Security

Minimum Required Education:

Bachelor's degree in relevant field, or a minimum of 3 years of related equivalent combination of education and experience.

Work Schedule, Compensation, and Application Procedure

Work Schedule:

This position is full time, exempt position, generally operating on a Monday – Friday schedule. Must be willing to respond in real time during off-peak and weekend hours due to the evolving nature of operating a live theatre venue.

Physical Requirements:

- Frequently: stand/walk, seated, perform desk-based computer tasks.
Occasionally: climb (ladders, scaffolds, or other), twist/bend/stoop/squat, reach/work above shoulders, grasp lightly/fine manipulation, use a telephone, writing by hand lift/carry/push/pull objects that weight up to 20 pounds
- Rarely: kneel/crawl, grasp forcefully, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 50 lbs.

Compensation:

Salary and title are commensurate with experience and competitive with other 501c3 organizations of comparable stature and size in Oklahoma. Package includes paid medical and dental insurance, paid

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vacation, sick leave, long-term disability insurance, complimentary tickets to Lyric productions, paid personal time and major holidays off.

Application Procedure:

To apply, please submit the following electronically to: jim@lyrictheatreokc.org or mail to: Jim Reynolds, Managing Director, Lyric Theatre of Oklahoma, 1727 NW 16th, Oklahoma City, OK 73106:

- Cover letter
- Résumé
- Salary requirements
- Contact info with three professional references including name, title, email, phone, and relationship. We will not contact references without your knowledge.

Application Deadline is February 28, 2020

Lyric Theatre 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.