



Salt Lake County Job Description

Associate Division Director – Event Services

DEPARTMENT: Community Services

DIVISION: Center for the Arts/3500

JOB CODE: 084 **GRADE:** 018

FLSA STATUS: Exempt

SALARY PLAN: GEN

EFFECTIVE DATE: 10/10/2013

SAFETY SENSITIVE: No

JOB SUMMARY

In conjunction with the Division Director, guides the overall direction, growth, budget, and culture of the division. Manages event services for the division including related programs, personnel, and initiatives. Leads the strategic planning process of event services to meet goals and objectives.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Theatre Management, Public Administration, or other closely related field, plus six (6) years of related experience in fine arts/event management or a public or private performing arts program, of which two (2) years must have been supervisory or administrative; OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Serves on Center for the Arts Executive Team working with Division Director on strategic planning, goal setting and implementation and decision making for the agency.
- Supervises the Center for the Arts event staff by assigning clients, ensuring proper management of events and assessing quality of work product and professionalism.
- Manages, directs, and coordinates activities through managers and supervisors, which includes hiring, firing, promoting, orienting, training, assigning and reviewing work performance, annual work performance appraisal and discipline.
- Maximizes the event booking potential in all Center for the Arts theatres in coordination with division leadership, management, and event staff; projects event revenues for annual budget.
- Evaluates and implements rental rates in coordination with Fiscal team and Division leadership.
- Oversees all event bookings, from initial contact with clients to settlement, to ensure outstanding customer service and client satisfaction; initiates and conducts meetings with a variety of staff and clients.
- Oversees event contract negotiation and management in cooperation with County District Attorney, resolves any event contract disputes; ensures that event management staff is updated on any contractual changes; works with Director and event management staff to develop policies and procedures for event management.

- Manages and oversees Center for the Arts event calendars to ensure accuracy. Communicates with division leadership, management, staff and concessionaire to coordinate all event requirements.
- Supervises and provides overall general management for the Patron Services Program; ensures that this program is managed to provide excellent customer service to all theatre patrons, and safety measures are adhered to with proper staff training.
- Supervises and provides overall general management for ArtTix; oversees and approves policy and procedures regarding tickets sales for all Center for the Arts theatres; ensures that ArtTix provides ticketing services to all theatres patrons in conjunction with current industry standards.
- Leads the Center for the Arts Residency Program and works with Director on issues and policy changes; manages bi-annual Resident Review program.
- Acts as Division Director in the absence of the Director.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Event Management principles, methods and techniques
- Contract negotiation practices
- Resident Art Organization structure, function and procedures.
- Staff development
- Organizational development
- Budget preparation and management
- Strategic planning
- Mentoring and coaching

Skills and Abilities to:

- Work with computer software related to job specific duties
- Supervise and manage other employees.
- Manage event schedules in multiple theatres with multiple clients.
- Resolve conflict effectively and maintain professionalism in times of stress
- Communicate effectively both verbally and in writing
- Analyze and solve problems
- Supervise effectively
- Establish and maintain appropriate working/supervision relationships
- Meet and work effectively with public, event promoters, media, Resident organizations and community leaders.
- Act independently and manage several projects simultaneously
- Develop, interpret, and administer policies and procedures

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work duties are typically performed in a general office setting.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 1/26/2018 SW