

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Performing Arts Supervisor	<b>Job Family:</b> 4
<b>General Classification:</b> Management	<b>Job Grade:</b> 26

**Definition:** To plan, direct, and supervise the City's Center for the Performing Arts (Center) Business and Facility Operations, Audience and Client Services, and Production Services to provide highly responsible assistance to the Performing Arts Manager.

**Distinguishing Characteristics:** Receives general direction from the Performing Arts Manager. Exercises direct supervision over Center staff. There are three sections in which Performing Arts Supervisors are assigned: Business and Facility Operations, Production Services, and Audience and Client Services. These positions will demonstrate a high level of customer service for patrons and licensee clients and have experience in the efficient operations of entertainment and performing arts venues.

**Examples of Duties:** Duties may include, but are not limited to, the following:

**Business and Facility Operations:**

1. Prepare reports and monthly balance statements reconciling ticket sales and rental fees for payment to the licensee and City while maintaining financial records as required.
2. Prepare quarterly reports for the Performing Arts Manager, which include financial data and the Center's goals and objectives.
3. Respond to questions, concerns, and requests from clients, vendors, and City staff for billing and invoicing information.
4. Coordinate and monitor the Center's budget, purchasing, and monthly spending; assist the Performing Arts Manager with the Center's annual budget preparation.
5. Manage and direct the Center's facility maintenance schedule; act as a liaison with the City's facilities staff for building maintenance. Complete all safety inspections.
6. Coordinate and oversee contractors providing technical support or services to the Center.
7. Recruit, select, train, supervise, and evaluate assigned technical, professional, part-time, and volunteer staff.
8. Perform other related duties as assigned.

**Audience and Client Services:**

1. Manage event services or box office activities in order to meet the needs of the licensee and ensure efficient operations of the front of house; ensure that all necessary services and preparations are in order and scheduled; respond to facility user complaints and inquiries.
2. Provide information regarding the facility's capabilities and services to users and potential users of the Center; determine personnel and other services required for multiple overlapping productions/events.
3. Select, supervise, train, and evaluate assigned technical, professional, part-time, and volunteer staff.
4. Direct, plan, and coordinate box office activities; coordinate scaling and selling of tickets for licensees; manage cash handling procedures and processes, deposit receipts, and other financial arrangements including third-party ticket vendors prior to settlement.
5. Monitor and coordinate system administration for the ticketing systems for licensees' productions.
6. Provide on-site supervision for front-of-house staff during productions and events, including evenings and weekends.
7. Organize, direct, and implement marketing program areas, including web page oversight, calendar of events publication, outdoor electronic marquee, and lobby televisions, etc.
8. Oversee recruiting, training, and scheduling of full-time staff, part-time staff, and volunteers for the box office and front of house.
9. Perform other related duties as assigned.

**Production Services:**

1. Plan, organize, and direct all production-related stage activities, ensuring all operations are executed safely and efficiently; estimate production needs and costs for events; communicate progress and modifications for accurate billing and accounting of event services to appropriate staff.
2. Monitor the condition of equipment, including lighting, sound, and rigging equipment; arrange for the repair and replacement with consideration of budgetary constraints; perform preventive maintenance on equipment.

3. Oversee recruiting, training, and scheduling of full-time and part-time stage crew.
4. Ensure training and communication of proper evacuation or shelter-in-place processes for backstage personnel in an emergency; coordinate evacuation plans and training with other supervisors.
5. Supervise, train, and evaluate assigned technical, professional, hourly, and volunteer staff.
6. Perform other related duties as assigned.

**Minimum Qualifications:**

**Business and Facility Operations**

Knowledge of: Methods, techniques, principles, and procedures used in planning, development, and administration of computer systems and management of facilities; principles and procedures of budget oversight; fiscal management; principles and practices of program budget development; computer software (i.e., word processing, spreadsheets, database, email); principles and practices of assigning and reviewing the work of others.

Ability to: Develop and administer fiscal management programs suited to the needs of the Center for the Performing Arts facility; establish and maintain effective working relationships with those contacted in the course of work, including resident companies and outside vendors; operate computer equipment; analyze, interpret, and explain vision statistical reports, policies, and procedures; meet and communicate effectively with patrons, licensees, City staff, and volunteers; model and promote a respectful and professional work environment and culture; resolve sensitive or difficult situations diplomatically; understand and execute Center policies and procedures; maintain accurate records and reporting systems; communicate clearly and concisely, both orally and in writing; recruit, train, supervise, and evaluate full-time, part-time, and volunteer staff; work independently with minimal supervision; work a flexible schedule, including evenings and weekends.

**Audience and Client Services**

Knowledge of: Principles and procedures for implementing and directing ticket services; standard day-to-day operations of the front of house related to box office and customer service; computerized ticketing systems, accounting skills related to ticket reconciliations for licensees, and final payments; box office and general administration; ticketing software programs; recruiting and training techniques for full-time and part-time staff and volunteers; procedures used to develop and administer marketing collateral for a mid-size

performing arts center; and principles and practices of assigning and reviewing the work of others.

Ability to: Plan, organize, coordinate, and supervise various event services; recruit, train, supervise, and evaluate full-time and part-time staff and volunteers; establish and maintain effective working relationships with those contacted in the course of work, including resident companies, outside vendors, and patrons; resolve customer complaints amicably, calmly, and respectfully; anticipate service needs for individual events; model and promote a respectful and professional work environment and culture; understand and execute Center policies and procedures; display sound judgment in the absence or direct supervision; maintain accurate records and reporting systems; communicate clearly and concisely, both orally and in writing; work a flexible schedule, including evenings and weekends.

### **Production Services**

Knowledge of: Methods, techniques, principles, and procedures used in the planning, development, and administration of performing arts facilities and technical services; industry standards related to sound, lighting, rigging, support electronics, and staging equipment and techniques; sound reinforcement used in live theater; stage lift standards and safety procedures; stage organization standards; industry standard electrical practices; standard theatrical construction; current state and federal safety standards (OSHA and CAL OSHA) applicable to professional theater environments; recruiting and training techniques for full-time and part-time staff and volunteers; principles and practices of assigning and reviewing the work of others.

Ability to: Develop and manage technical programs suited to the needs of the event and community; operate equipment, including computers, sound and lighting equipment; operate equipment normally related to technical support or facilities; meet and communicate effectively with patrons, licensees, City staff and volunteers; establish and maintain effective working relationships with those contacted in the course of work, including with individuals at all levels of technical proficiency ranging from new staff to seasoned professionals; model and promote a respectful and professional work environment and culture; resolve sensitive or difficult situations diplomatically; understand and execute Center policies and procedures; display sound judgment in the absence of direct supervision; maintain accurate records and reporting systems; communicate clearly and concisely, both orally and in writing; supervise, train, and evaluate full-time, part-time, and volunteer staff; work a flexible schedule, including evenings and weekends.

**Experience and Training Guidelines:** Combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

**Business and Facility Operations**

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business, communications or closely related field and three years of increasingly responsible accounting, clerical, and administrative/business operations experience, with a minimum of one (1) year of lead or supervisory experience. Experience in the field of fiscal management, facility maintenance, and operations, capital planning, and managing a box office is highly desirable.

OR

Equivalent to an associate degree (completion of 60 semester or 90 quarter units) at an accredited college or university in business, communications, or closely related field, plus four years accounting, clerical, and administrative/business operations experience, with a minimum of one (1) year of lead or supervisory experience. Experience in the field of fiscal management, facility maintenance and operations, capital planning, and managing a box office is highly desirable.

OR

Equivalent to the completion of the 12th grade supplemented with college coursework in business, communications, accounting, finance, office management, or related field, and five years of experience in the field of fiscal management, facility maintenance and operations, or capital planning with a minimum of one year of lead or supervisory experience.

**Audience and Client Services**

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business, communications, or theatre or closely related field and three years of increasingly responsible experience in the overall operations involved in the preparation for, and presentation of, convention and entertainment events, including coordination of activities or managing a box office with a minimum of one year of lead or supervisory experience.

OR

Equivalent to an associate degree (completion of 60 semester or 90 quarter units) at an accredited college or university in business, communications, or theatre or closely related

field, plus four years of experience in the overall operations involved in the preparation for, and presentation of, convention and entertainment events, including the coordination of activities or managing a box office with a minimum of one year of lead or supervisory experience.

OR

Equivalent to the completion of the 12th grade supplemented with college coursework in business, communications, or theatre or related field and five years of experience in the overall operations involved in the preparation for, and presentation of, convention and entertainment events, including coordination of activities or managing a box office with a minimum of one year of lead or supervisory experience.

**Production Services**

Equivalent to a bachelor's degree from an accredited college or university with major coursework in theater arts with emphasis in production, design, and/or technology or a closely related field and three years of increasingly responsible experience in stage lighting, production audio, theatrical rigging, and/or theatrical production management with a minimum of one year of lead or supervisory experience.

OR

Equivalent to an associate degree (completion of 60 semester or 90 quarter units) at an accredited college or university in business, communications, theatre, or closely related field; four years of experience in stage lighting, production audio, theatrical rigging, and/or theatrical production management with a minimum of one year of lead or supervisory experience. Completion of a certificate program with USITT, IAVM, or completion of certifications in counterweight fly systems, audio engineer, or stage lighting may substitute for the required associate degree.

**Required Licenses or Certificates:** Completion of college coursework in supervisory management or the City's supervisory training course is required within two years of appointment. When assigned to Production Services: requires a rigging seminar course in permanent and temporary rigging systems within one year of appointment.

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**Working Conditions:** Must be willing and able to work a flexible schedule, including evenings, weekends, and off-hour schedules as needed.

Established: March 1993

Revised: March 2024

HRD/CLASS SPECS

Performing Arts Supervisor