



THE TOLEDO CULTURAL ARTS CENTER AT THE VALENTINE THEATRE

The Valentine Theatre is a cultural landmark in the heart of downtown Toledo. The Victorian-era theatre was magnificently reborn in 1999 through the Toledo Cultural Arts Center as a performing arts venue now used by more than 50 community groups. As a nonprofit organization, our mission is to provide cultural and performing arts experiences for diverse audiences of all ages to enhance the quality of the cultural and economic life of the City of Toledo, Lucas County, Northwestern Ohio and Southeast Michigan.

JOB TITLE: Operations Director

REPORTS TO: Executive Director

POSITION SUMMARY:

The Operations Director plays a pivotal role in ensuring the seamless functioning of the theatre facility. This position is essential for maintaining high standards for front of house operations and delivering exceptional customer experiences. In addition, The Operations Director is responsible for supervision of the Box Office, Front of House Management (including Bars, Concessions and Special Events) and Facilities, working closely with the Facility Manager to ensure the building is safe and comfortable for all performances and events and is in compliance with all safety regulations.

Responsibilities:

1) General

- Serves as the Toledo cultural Arts Center's lobby rental service representative for individuals, groups, and organizations who wish to rent lobbies for special events at the Valentine Theatre and functions as the point person for Valentine Theatre special events from initial inquiry through execution and tear down of event.
- Supervises the following direct reports: Box Office Manager, Facility Manager, Front of House Manager.
- In collaboration with direct reports, develops budgets for these departments.
- Implements effective operational procedures within these departments to ensure the theatre runs smoothly and efficiently.
- Responsible for contributing to the annual rental revenue goal by actively maintaining relationships, excellent communication, and event execution with returning renters and new prospects.
- Responsible for invoice approval and budget tracking in these departments.
- On site for all performances and events.

- Oversight of all lobby rentals and special events tied to performances inside the theatre.
- Oversight of all Studio A rentals.
- Leads recruitment of renters for Studio A and lobbies.
- Maintains contracts for all lobby and Studio A rentals and has comprehensive understanding of all contractual agreements with renters.
- Develops agendas for staff meetings and events.
- Assists Finance Director with Bar Bag counting and procedures.
- Maintains professional conduct and represents the Valentine Theatre positively in all interactions with artists, renters, partner organizations, donors, vendors, volunteers, patrons and outwardly in the community.
- Provides support and leadership in navigating ongoing COVID-19 policies along with further health and safety communication of policies to renters and users.
- Participates in organizational and regular team meetings, shares ideas, and communicates openly with peers and supervisor about questions, challenges, and successes.
- Other duties as assigned.

2) Facilities

- Works closely with Facility Manager to understand major building systems and maintain vendor list and contact information.
- In collaboration with Facility Manager, creates manual of standard operating procedures (SOP) outlining routine maintenance, inspections, and testing.
- Develops SOP for using all building A/C units, air handlers, and Boilers.
- Develops comprehensive knowledge of Security and Fire systems.
- Leads trainings for staff and volunteers to implement various crisis procedures.
- Updates and maintains database of building systems and equipment and presents information to Facilities Committee and Board of Directors about necessary maintenance and upgrades, collaborating with Facility Manager to articulate priorities accurately.
- In collaboration with Facility Manager, acts as direct contact for local authorities, surrounding areas, and internal staff during emergency scenarios.
- Communicates with Security Guards at performances and events regarding information that impacts audience safety.

3) Box Office

- Understands and helps enforce (in collaboration with Box Office Manager and Box Office Associates) all ticketing policies and Box Office procedures.
- Maintains comprehensive understanding of ETix and collaborates regularly with Box Office and Marketing Director to develop strategies to boost sales.
- Develops SOP for Season Subscription sales and provides reports on sales for Audience Development and Marketing/Branding Committees.
- Collaborates on marketing strategies to boost event visibility and ticket sales.

4) Front of House

- Takes the lead in securing necessary food and beverage permits for regular operation, as well as any additional licenses needed for special events.
- Serves as main point of contact for all Health Department inspections, as well as inquiries and correspondence with Liquor Control.
- Leads all safety procedure trainings for volunteers.
- Collaborates with Front of House Manager to navigate any patron issues related to seating if they escalate beyond Front of House Manager/Box Office Manager.
- Collaborates with Front of House Manager to navigate any patron complaints or issues related to Bar or Concessions sales.
- Generates leads for creating a robust season of lobby rentals and meeting rental goals established in the annual budget.
- Ensures that bar tender staff is following local requirements and proper alcohol distribution regulations.
- Interviews, hires, and schedules security guards for all performances and events.

QUALIFICATIONS & EXPERIENCE:

- 3-5 years of experience working in operations leadership or general management.
- Knowledge of theatre operations.
- Must be comfortable building relationships with potential renters and other stakeholders.
- Demonstrated professionalism along with excellent communication and customer service skills in person, over the phone, and through email.
- Experience in a not-for-profit arts environment preferred, and experience in leading a team.

- Booking and Sales background and track record of meeting revenue goals and maximizing revenue streams.
- High-level organizational skills and strong attention to detail.
- An ability to be self-directed and work independently.
- A drive to implement and follow through in utilizing systems and building processes.
- The ability to prioritize, manage multiple projects simultaneously, and maintain focus in a fast-paced, environment.
- Proficient in Microsoft Office suite, Google suite, social media platforms, and ability to use (or willingness to learn how to use) Canva.
- May be required to stand for extended periods of time during ingress/egress periods and run of performances.
- Experience working with P.O.S systems.
- May be asked to lift program boxes (approx. 40lbs).
- Ability to deal effectively with a variety of personalities and situations requiring diplomacy, tact, friendliness, poise, and firmness
- CPR/First Aid certification required (or willingness to obtain if hired). ASK training.
- Knowledge of budgeting and financial management.
- Deep commitment to finding the best idea in the room, collaborating, and helping build a culture of positivity in celebration of the arts.

WORK SCHEDULE

This position should have regular office presence Monday-Friday, flexing schedule as needed to accommodate hours worked for events. The minimum number of hours required to be full time and receive all benefits is 40 hours per week, per the Valentine Theatre Employee Handbook.

This is a full-time, year-round position.

To apply, please send letter of interest and resume to Abby Glanville at aglanville@valentinetheatre.com by **May 1st, 2025**