



# Audience & Event Services Manager

Reports to DPAC's Sr. Director of Operations

## About DPAC

Since its opening in 2008, DPAC has become the center for live entertainment in North Carolina. Recognized for its contemporary design, DPAC features 2,700 seats, intimate sightlines and state-of-the art sound and video. Listed five times in the top 10 in Pollstar magazine's annual worldwide theater attendance rankings, DPAC is currently the #1 ranked theater in the U.S.

With a mission of presenting one-of-a-kind live entertainment events, DPAC truly has "something for everyone", hosting over 200 performances a year including spectacular touring Broadway productions, high-profile concert and comedy events, family shows and the heralded American Dance Festival. Owned by the City of Durham and operated under the direction of Nederlander and Professional Facilities Management (PFM), DPAC has been listed for five consecutive years as the #1 performing arts organization in the region by the Triangle Business Journal.

For more information, please go to [www.DPACnc.com](http://www.DPACnc.com)

**Do not apply if you do not have recent experience in event operations or staffing at a live entertainment theater, performing arts center, arena, amphitheater or stadium.**

## Job Description and Responsibilities:

- **Hiring & Training:**
  - Determine the annual part time (P/T) Event Staff hiring needs and coordinate year-round recruiting campaign (advertising / interviewing / hiring)
  - Develop and implement the annual P/T staff training program. Topics will include customer service, emergency response training etc.
- **Event Staff Scheduling:**
  - Create Event Staff schedules. This includes posting shifts on the DPAC Scheduling System using when-to-work software.



- Submit P/T Event Staff schedules to Management (and or rental clients) for budget approval and follow up on all changes and updates.
- **Event Planning:**
  - Plan and coordinate assigned events at DPAC
  - Prepare written details and requirements for each event; prepare floor plans and ensure compliance with applicable fire, building, and safety codes; communicate changes before and during events
  - Gather and create event estimates/costs for clients/promoters. Work closely with GM and Business Manager in development of contract terms and negotiation of any contract variances
  - Communicate with event promoters, rental clients and visiting shows throughout all stages of events; from pre event planning throughout event execution and settlement, coordinate the requirements of each event based on the client contracts and production riders
  - Coordinate with Facility Operations so that set-up, changeover, housekeeping, and building systems are set to insure that logistical details of each event are being delivered
- **Event Management:**
  - Directly supervise Event Staff on approximately 75% of all DPAC events and assure that it is adjusted to balance customer service, safety and security and efficiency to meet the needs of the event. As the lead facility representative at 75% of all events; facilitate pre and post-event walk through to assess facility condition; maintain facility policies and procedures throughout each event; identify and resolve event challenges; resolve public complaints
  - Manage, coach and counsel subordinate supervisors who oversee Event Staff in various functions
  - Manage the spotlight employee recognition program and appreciation events
- **Other Responsibilities:**



- Implement procedures within the department to establish and maintain guest service standards that are designed to ensure a positive and professional image and generate repeat business
- In collaboration with Sr. Director of Operations, organize and manage venue safety meetings. Ensure all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations and emergency procedures are followed. Develop and implement emergency procedures, and safety and risk management policies. Develop program to train all employees on fire/life safety and emergency procedures

#### Key Traits:

- Possess a positive and optimistic attitude to lead and inspire other departments
- Must be very organized and excel in time management
- Must be able to work in a fast-paced and high energy environment under sometimes stressful situations
- Must be cognitively aware of the position held within the building management structure and always conduct professional communication at all times
- Ability to conduct professional meetings that drive the goals and objectives of assigned events
- Be open to change
- Work will include extended and/or irregular hours including nights, weekends and holidays as needed
- Extreme attention to detail

#### Compensation:

- Estimated hiring range: \$45,000 to \$55,000
- This position is salary exempt
- Health / Dental / Vision (BlueCross Blue Shield), DPAC pays 90% of premium
- 10 Paid Holidays & 7 Paid Sick Days per year
- 401-K program is pending due to minimum staff participation levels and there is currently no match on contributions



DPAC is committed to a workplace where everyone is free from bias, prejudice, discrimination and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity and Inclusion.

**To apply please send resume and cover letter to:**

Adrienne Quick

Senior Director of Operations

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