Classification Specification for Unclassified Service

Title: Performance Operations Director

Pay Scale Group: 16

Essential Function

Under general supervision from a designated administrator, direct the College-Conservatory of Music’s concert, facility and performance services operations.

Characteristic Duties

- Direct the front-of-house operations for all public events.
- Provide backstage support and facility needs for performances.
- Collaborate with the external offices (i.e., external relations, public relations and the Dean) to develop and implement policies and procedures to address the needs of the audience, sponsors and prospective donors.
- Direct the operations of the box office (i.e., hiring and supervising staff, establishing operational procedures, overseeing finances and staff budget and maintaining computerized ticketing system).
- Develop and oversee policies and procedures for the use of performance venues and equipment.
- Coordinate CCM events with Parking Services and Public Safety.
- Oversee facility maintenance and custodial activities.
- Recommend facility changes or enhancements.
- Assist with special events and fundraisers.
- May provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).
- Perform related duties based on departmental need.

Minimum Qualifications

- Bachelor’s degree with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- seven (7) years related experience. Degree must be in a related with experience in concert, facility and performance services operations. Experience may also require at least one (1) year supervision.

Last updated: January 2004

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