

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Theater Supervisor

**Class Code Number:** 8080

**Position Designation:** Technical/Clerical

**Division:** Performing Arts Center

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### **General Purpose of Position**

Under direction, supervises, assigns, reviews and participates in the work of staff responsible for overseeing performances and/or activities in the Performing Arts Center; supervises and coordinates the day-to-day operations of front-of-house activities; directs operations involving building maintenance, housekeeping, and repairs; ensures work quality and adherence to established policies and procedures; and performs related duties as assigned.

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### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Administrative Services. Exercises general supervision over technical and clerical staff.

### **ESSENTIAL FUNCTIONS**

*Class specifications are intended to present a descriptive summary of the range of duties and responsibilities performed by employees in the classification. Specifications are not intended to reflect all duties performed within the classification.*

- Plans, organizes, supervises and evaluates the performance of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Establishes schedules and methods for providing theater services; identifies resource needs; reviews needs with appropriate staff; allocates resources accordingly.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Prepares public information and promotional materials including brochures, pamphlets and news releases for the media.
- Supervises the front-of-house activities in the Performing Arts Center for all theatrical events including professional productions, symphonies, country western, big band, rock, other presentations, and community productions; attends all performances, directing front-of-house operations and staff.
- Works with production and stage crew to ensure patron and performer comfort and enjoyment.
- Coordinates activities, procedures, and processes with other City departments, agencies and groups to ensure effective operations of functions in assigned areas of responsibility.
- Performs routine and semi-skilled work in the cleaning, repair and maintenance of the Performing Arts Center including painting, repairing fixtures and equipment.

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- Coordinates backstage activities.
- Performs maintenance for theater systems; initiates repair and replacement procedures as necessary.
- Runs the Performing Arts Center's sound systems; performs preventative maintenance on audio-visual equipment.
- Plans, organizes, and schedules work of staff and volunteer ushers; supervises the activities of volunteer ushers, hosts of receptions, artist hospitality, vendors and concessionaires to ensure that a high standard of service to patrons is maintained.
- Disseminates performance information with public safety, parking attendants, housekeeping and building maintenance, and other City departments; hangs performance banners and posters; displays Performing Arts magazines and play bills; supervises distribution of press releases, press tickets and information packets; supervises artist hospitality, including catering food.
- Responds to the customer relations situations, involving upset and dissatisfied customers requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate; receives and responds to correspondence and telephone calls, providing information and handling issues, requests and complaints; responds to or refers complaints to appropriate staff and/or takes or recommends action to resolve the complaint.
- Directs the load in, assembly and striking of incoming shows in potentially adverse conditions, that may include heights, loud noises, large crowds, darkness and/or confined spaces.
- Manages computerized box office ticket system for the City; provides assistance to box office patrons and City officials; responds to ticketing questions, inquires and complaints; assists customers and user groups with questions and concerns; answers phones as needed; tours the facility with potential users; assists with rental contracts.
- Assists box office staff in correcting ticketing problems, and in performing computerized ticket sales.
- Supervises the day-to-day operations of the theater, involving building maintenance, housekeeping, parking, and repairs; works with the City's facilities manager to maintain physical plan of outdoor plazas, lobbies and other public areas.
- Attends staff meetings and City committee meetings; provides oral and written reports to City management staff and City Council; prepares various reports, and maintains records for all performances.
- Collects and submits revenue from vendors.
- Maintains current knowledge of new trends and innovations in the field of theater; participates in professional development activities.
- Performs all tasks with dedication to customer service.
- Performs related duties as required.

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### **QUALIFICATIONS**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:** A Bachelor's degree from an accredited college or university with major course work in theater arts or a related field is desirable.

**Experience:** Six years of responsible theater arts experience related to area of assignment including one year of lead supervisory responsibility is preferred.

**License/Certificate:** Valid Class C California Driver's License required.

### **KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS**

#### **Knowledge of:**

- Operations, services, and activities of a theater program.
- Principles of supervision, training and performance evaluation.
- Scheduling and coordinating of ushers, volunteers, ticket takers, security staff, boutique and concessionaire staff.
- Methods and techniques of crowd control.
- Principles and practices of retail sales.
- Principles and practices of box office trade and theater front-of-house operations.
- The visual and performing arts.
- Computerized scheduling systems.
- Principles and practices of facilities management.
- Artist contracts/riders.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing, basic report preparation, brochures and press releases.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Basic principles of carpentry, plumbing and electrical work.
- Principles of facilities maintenance.
- Pertinent federal, state and local laws, codes and regulations.

#### **Ability to:**

- Supervise, coordinate and direct theater performance programs.
- Select, train, supervise, organize and review the work of assigned staff involved in theater performance activities including permanent, part-time, and volunteer staff.

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- Recommend and implement goals, objectives, policies and procedures for providing theater performance programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Work varying hours including nights, weekends and holidays.
- Resolve patron problems in a prompt and efficient manner.
- Exercise good judgment, courtesy and tact with staff and public.
- Provide exemplary customer service over the phone and in-person.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, concise and comprehensive reports.
- Maintain accurate records and reports.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain and repair theater sound, electrical and lighting equipment.
- Respond and perform assigned duties in the event of a City-declared emergency.

### **Skill to:**

- Operate modern office equipment, including computer equipment.
- Safely and effectively operate a variety of maintenance equipment, tools and materials.
- Operate a motor vehicle safely.
- Maintain and repair theater sound, electrical and lighting equipment in a safe manner.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Primary functions require sufficient physical ability to work in an office and theater setting and to operate office equipment; sit, stand, walk on level and slippery surfaces, reach, twist, turn, kneel, bend, squat and stoop; lift, carry and push tools and equipment and supplies weighing 25 pounds or more; climb ladders, use power and noise producing tools and equipment; drive motorized vehicles; perform duties requiring grasping, repetitive hand movement and fine coordination. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. The position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

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### **WORK ENVIRONMENT**

Most of the work for this position will be performed indoors in an office or theater; may be required to work extended hours including evenings, nights, weekends, and holidays; occasionally works in outside weather conditions near moving mechanical parts; exposure to moderate levels of noise, dust, grease, fumes, gases, potentially hazardous chemicals, electrical energy and inclement weather conditions with outdoor conditions varying from hot to extremely cold temperatures. Outdoor work may involve exposure to wind, rain, snow and high levels of noise. Frequent interaction with City staff, other organizations and the public.