



JOB INFORMATION

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| Job Code | AB18 |
| Job Description Title | Dir, GPAC Operations |
| Pay Grade | TA11 |
| Range Minimum | \$61,140 |
| 33rd % | \$75,410 |
| Range Midpoint | \$82,540 |
| 67th % | \$89,670 |
| Range Maximum | \$103,940 |
| Exemption Status | Exempt |
| Organizational use restricted to the following divisions | 114 AVP, Administrative Effectiveness |
| Approved Date: | 7/29/2024 12:32:18 PM |

JOB FAMILY AND FUNCTION

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|---------------|-----------------------------|
| Job Family: | Theatre & Arts |
| Job Function: | Production & Administration |

JOB SUMMARY

Reporting to the Executive Director of the Jay and Susie Gogue Performing Arts Center (GPAC) at Auburn University, the Director of GPAC Operations is responsible for strategically planning and directing the day-to-day facility and front-of-house operations at GPAC. Oversees all front-of-house operations including ticketing functions, patron relations, supervision of staff, and concessions. Responsible for facility maintenance, facility rentals, and safety and security.

RESPONSIBILITIES

- Responsible for overseeing the front-of-house operations including the supervision of full- and part-time staff, house management, volunteer training, and third-party vendor management including ticket sales customer relationship management (CRM), information technology, concessions, merchandise sales, parking, custodial, police and security, and grounds. Collaborates with internal and external constituents and other University and/or third-party operation-centric enterprise for scheduled performances, events and daily operations. Responsible for building access and key distribution while maintaining accurate records.
- Manages facility maintenance plans and serves as the point of contact for internal and external constituents and vendors ensuring maintenance and repairs are completed to contract specifications. Communicates with Executive Director, GPAC and internal and external constituents keeping them informed of work progress, answering potential questions, responding to issues and submitting short and long term facility goals.
- Manages facility rentals at GPAC by coordinating with prospective internal and external clients to engage initial consultations, deliver rental quotes, administer contracts, organize staffing and vendor needs, manage and execute rental/external performances/events, and complete financial settlements.
- Monitors the delivery of an accurate and complete calendar of GPAC daily events for staff.
- Oversees the development and maintenance of an emergency action plan which includes the components of health and life safety, fire safety, and police and security. Serves as safety coordinator working closely with Auburn University Risk Management and Campus Safety and Security ensuring facility compliance.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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| Supervisory Responsibility | Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions. |
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience | |
|-------------------|--|-----|---------------------|--|--|
| Bachelor's Degree | Theatre Management, Arts Administration, Business Administration, Public Administration, or relevant field | and | 7 years of | Theatre operations, facilities management/operations, business administration/operations, arts administration, and/or patron services. Experience in theatre/performing arts center and/or hospitality management preferred. | |

MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/Desired | |
|-------------------------|--|----------------|------------------|-----|
| | CPR and AED certifications required or must be obtained within the first 90 days of employment. | within 90 Days | Required | And |
| | International Association of Venue Managers Academy for Venue Safety and Security and/or CVP certification preferred." | | Desired | |

PHYSICAL DEMANDS & WORKING CONDITIONS

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|----------------------------|-------|
| Physical Demands Category: | Other |
|----------------------------|-------|

PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-------------------------------|-------|--------|--------------|------------|------------|--------|
| Standing | | | | X | | |
| Walking | | | | X | | |
| Sitting | | | | X | | |
| Lifting | X | | | | | |
| Climbing | | | X | | | |
| Stooping/ Kneeling/ Crouching | | | X | | | |
| Reaching | | | X | | | |
| Talking | | | | | X | |
| Hearing | | | | | X | |
| Repetitive Motions | | | | | X | |
| Eye/Hand/Foot Coordination | | | | | X | |

WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-------|--------|--------------|------------|------------|
| Extreme cold | | | | X | |
| Extreme heat | | | | X | |
| Humidity | | | | X | |
| Wet | | | | X | |
| Noise | | | | X | |
| Hazards | | | | X | |
| Temperature Change | | | | X | |
| Atmospheric Conditions | | | | X | |
| Vibration | | | | X | |

Vision Requirements:

Ability to see information in print and/or electronically.