



GINA GIBNEY DANCE, INC.

OPERATIONS MANAGER

JOB DESCRIPTION - APRIL 2019

The mission of Gibney is to tap into the vast potential of movement, creativity and performance to effect social change and personal transformation. Gibney's vision is to deploy resources and bring together disparate communities to ignite a cultural renaissance that has ripple effects far beyond the studio and stage. Gibney values:

- Respect – we are inclusive, courteous, and thoughtful
- Advocacy – we are supportive, principled, and catalytic
- Responsibility – we are collaborative, responsive, and empowering
- Action – we are resourceful, proactive, and entrepreneurial

These values are intrinsic to Gibney and guide how we work together and interact with our core audiences.

Summary Statement: The Operations Manager (OM) works to advance Gibney as part of a coordinated Operations Team. The OM maintains the ability of the space to be utilized by many renters at the same time. The OM reports to the Director of Operations & Facilities (DO), collaborates with the 890 Operations Manager, and assists with the management of Center Community Assistants (CCA's) and Center Interns.

RESPONSIBILITIES

OVERVIEW

Gibney strives to be a premiere creative hub for the dance community. The OM is the main point of contact with Nonprofit and Commercial renters for events, photo shoots, video shoots, meetings, workshops, etc. at Gibney's 280 Broadway location. The OM is responsible for coordinating logistics for internal, external, and special events at 280 Broadway, including maintenance and organization of inventory. The OM manages all event staffing, including providing thorough information for each event, technical training, and tracking of payment. This requires meticulous preplanning and communication with internal and external constituents holding programs, rentals, and special events.

COMMUNICATION WITH EVENT/COMMERCIAL RENTERS

- Work to ensure that the Gibney culture is warm, welcoming, positive and professional
- Instill a sense of pride among our constituents in our facilities and programs



- Work to build the “upward spiral” brand of our organization, making our facilities a symbol of success and potential within the dance field
- Maintain a generous service culture that goes “above and beyond” to ensure artists are respected and their needs are accommodated.
- Fairly enforce all policies and procedures for use of the spaces
- Be aware at all times of what is happening in the studios
- Implement interventions for those who fail to adhere to the rules or compromise the space

FACILITIES MANAGEMENT

- Ensure the highest possible level of cleanliness, order and safety in all of the organization’s facilities
- Conduct daily tours and inspect the facility
- Initiate interventions to solve problems and ensure on-going quality improvement
- Maintain accurate records of the condition of the equipment and other systems
- Participate in the development of policies and procedures that affect the use of supplies and facilities, monitor maintenance inventory tracking, oversee the ordering and storage of supplies
- Supervise maintenance, including caretakers, outside services, and vendors
- Act as point of contact for all building related requests (building overtime, maintenance issues, etc.)
- Oversee trash removal, pest control, and other outside vendors/contracted services

OVERSIGHT AND MANAGEMENT OF EVENTS/EVENT STAFF

- Facilitate the safe and successful implementation of events and programming activities by working closely with other department heads and staff
- Ensure that the operational needs of all Gibney-sponsored events, productions and programs are meticulously planned and fully supported operationally
- Act as an ambassador and liaison for the planning and execution of rental activities that involve external constituents, including special events, performance and showings, auditions, workshop, and intensives
- Serve as the on-site coordinator during the rental
- Establish and maintain outstanding client relationships and standards of customer service for rental customers
- Execute timely responses and professional communications with staff, external constituents and potential clients

WELCOME DESK STAFF OVERSIGHT

- Oversee the provision of outstanding orientation and operations training when the Director of Operations and Facilities is unavailable



- Work to successfully integrate the CCA/CIs into the organization and provide visibility and recognition for their work
- Ensure excellent ongoing training and professional development
- Work closely with CCA/CI's to successfully reset the space at night and have it ready in the morning.

REINFORCEMENT OF CENTER CULTURE

- Work to ensure that the Gibney culture is warm, welcoming, positive and professional
- Work to instill a sense of pride among our constituents in our facilities
- Work to build the "upward spiral" brand of our organization, making our facilities a symbol of success and potential within the dance field
- Work with the Operations team to develop practical operational solutions that address needs, solve problems, protect the facilities, and keep everyone safe.
- Fairly enforce all policies and procedures for use of the spaces
- Assist with creation of operational procedure for Next Phase Space

OTHER

Gibney is a growing organization and employees are often called upon to perform other duties essential to accomplish organizational goals and meet important deadlines.

QUALIFICATIONS

- Associate's or bachelor's degree in a related field.
- Three or more years of related experience, preferably with arts organizations.
- Knowledge of, and strong interest in, the performing arts, social justice, and Gibney Dance's mission.
- Superior verbal and written communications skills.
- Strong attention to detail.
- Proven organizational, multitasking, and project management skills.
- Ability to work independently within a team environment.
- Excellent interpersonal skills and professional demeanor.
- Ability to work in a fast-paced environment.
- Proficiency in Microsoft Office and database management experience (Salesforce/PatronManager preferred).



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APPLICATION INSTRUCTIONS

Posting Date: April 5, 2019

Deadline for submissions is April 19, 2019, however prompt submission is strongly encouraged.

To be considered for the position, please email the items below in one PDF-formatted file with your name as the filename to position@gibneydance.org. Include "Operations Manager" as the email's subject line. Submissions must include:

- A substantive cover letter including the following information: where you saw this listing, your interest in the position and the organization, evidence of the required experience (as outlined in the job description under "Qualifications and Experience"), the date you are available to start, and contact information for three professional references
- A résumé outlining your educational and professional experience and salary history

All expressions of interest and conversations will be held in the strictest confidence; references will not be contacted without the candidate's permission. Incomplete submissions will not be considered nor will submissions sent via postal mail or fax. No calls please.

Prospective applicants are strongly encouraged to review our website at www.gibneydance.org before submitting materials for consideration. Gibney will not consider submissions from applicants that do not have the required experience. Gibney will not consider submissions through employment agencies or online services.

GIBNEY IS AN EQUAL OPPORTUNITY EMPLOYER.