



## **Troy Savings Bank Music Hall Corporation**

**Job Title: Event Manager**

### **Summary**

The Troy Savings Bank Music Hall seeks an enthusiastic, detail oriented, and unflappable Event Manager. The Event Manager is responsible for the management and coordination of non tech event logistics at the historic Troy Savings Bank Music Hall. The Event Manager liaises with client/artist, venue staff and support services and volunteers to ensure successful events with patron and customer satisfaction.

This individual will be proactive, self-motivated, conscientious, and have good communications skills with staff, visitors, and artistic personnel. A flexible schedule is required as activities will include a heavy rotation of nights and weekends and can involve long days.

### **Duties & Responsibilities:**

- Communicate event logistics with staff and support services. Prepare and distribute reports pre and post event, including house management reports, concessions and merchandise sales settlement sheets.
- Serve as House Manager on the day or night of each event, in rotation with other part time staff. Manage part time house manager scheduling and communication of event details to part time staff.
- Coordinate schedules for ushers, bartenders, security, police, merchandise sellers, and runners so that each show is properly staffed. Coordinate annual recruitment and training for ushers and bartenders.
- Serve as liaison between front of house manager, security personnel, and production staff. Work with security guards and police officers to ensure safety of visiting artists and patrons. Act as liaison with fire department when they are on site for both emergency and routine calls.
- Coordinate the fulfillment of artist contract riders, i.e. ground transportation, catering, merchandise sales, complimentary tickets, with tour management for Music Hall presentations. This will include serving as hospitality manager for some performances and will include post show reset and clean up, including but not limited to laundry, dishes, disposal of unconsumed perishables. Will include shopping and/or menu coordination.
- Provide coordination of production and administrative logistics support for renters of the Hall, such as ASO, TCC, and APM, including tracking of contracts, rental deposits, and COIs.
- Assist with box office ticket sales as needed during administrative office hours.
- Other duties as assigned

### **Preferred Qualifications:**

- Minimum of 3 years of experience in public assembly building management or event production and/or facilities maintenance
- High School or equivalent education
- Knowledge and ability to perform light maintenance tasks.

- Able to analyze problems and strategize for better solutions
- Ability to lift 50-75 lbs
- Ability to create documentation in written and computer formats.
- Positive attitude and ability to interact professionally with the public, contractors, and other employees.
- Ability to maintain composure in stressful situations.
- Exceptional communication (verbal, written, interpersonal) and presentation skills
- Ability to work on a variety of projects simultaneously
- Enjoy being an integral part of a small, dynamic, low drama team
- Position will require long hours including nights, weekends, and holidays.

Position start date approximately August 15, 2021.

Position is full time, hourly, nonexempt.

Salary: \$17-\$20/hour, depending on experience

Benefits: Health insurance, paid time off & holidays, generous complimentary tickets to Music Hall productions, flexibility to work remotely up to 25% of the time

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the safety of all who visit the Music Hall offices and venue, COVID-19 vaccination is a requirement of employment. Employee may be required to wear a face mask, over both nose and mouth, while on premises unless consuming food/drink, or due to medical restrictions. Employees are provided with a face mask upon hiring for proper protection from coronavirus and other illnesses.

### **EOE**

The Troy Savings Bank Music Hall is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. BIPOC candidates are strongly encouraged to apply.

### **The Troy Savings Bank Music Hall Corporation's Inclusion, Diversity, Equity, and Access (IDEA) Statement**

We value, encourage, support, and celebrate diverse backgrounds and cultures and the artistic expression of those backgrounds and cultures in keeping with our mission to enrich the community and inspire passion for the creative arts. We will engender this by fostering diverse, engaging, and transformative cultural experiences through performances, collaboration, community events, and education in an inclusive, accessible environment.

We believe a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or

disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

**The Troy Savings Bank Music Hall** is a National Historic Landmark built in 1875. Famous for its world class acoustics, the Music Hall is owned by the Troy Savings Bank Foundation. The Music Hall seats up to 1175 and its programming includes rock, indie, jazz, choral, classical, world music, as well as comedy shows, symphony concerts, recitals, and other events.

To apply, please visit <https://troysavingsbankmusichall.easyapply.co>