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| Job title: | PRODUCTION SERVICES SUPERVISOR |
| Reports to: | Vice President of Theater Operations |
| Approval date: | (October 31, 2022) |

PURPOSE OF THE JOB:

Supervises technical operations and event production in the Kauffman Center for Performing Arts and adjacent areas. Works with a team of production supervisors in a multi-venue environment. Oversees coordination of personnel, equipment, and back-of-house contractual obligations to support events and presentations. Liaises with artists, managers, event sponsors, commercial film scouts, contractors, and Kauffman Center staff. Estimates event production costs and production equipment maintenance budgets. Supervises production equipment maintenance and upkeep. Trains production personnel, advocates workplace safety, and implements emergency response procedures for back-of-house areas.

ESSENTIAL JOB FUNCTIONS

Leadership: Under general direction of the Vice President of Theater Operations, the Production Services Supervisor (PSS) oversees excellent technical and customer service to ensure a safe, positive experience for all visitors to the Kauffman Center. The PSS is a member of the Kauffman Center for the Performing Arts theater operations team.

Event Operations: The PSS manages and implements high-quality operational processes to support private, community and business activities including:

- Kansas City Ballet events
- Lyric Opera KC events
- Kansas City Symphony events
- Touring presentations
- Lobby events
- Hosted community festivals
- Fundraisers
- Corporate seminars
- Community non-profit events and programs

Related Duties: Supervises the day-to-day work of the production staff including management of personnel, vendors, projects/events, and select budgets

Participates in production supervisor event assignment rotation

Oversees event advance work and meets prospective clients to quantify their needs, communicate them accordingly, and fulfill them on-time and on-budget

Completes Kauffman Center back-of-house event logs/reports

Helps to maintain venue technical information documents

Supervises and maintains building production systems and equipment

Assists with planning and executing capital improvements for the production services area

Participates actively in regular operations meetings with key staff and resident arts organizations

Trains and evaluates production personnel on equipment use, industry practices, and venue operating policies

Ensures back-of-house compliance with OSHA, NFPA, ANSI, and Kauffman Center safety requirements

Performs other related duties as required

Position Goals: Highly interested in seeking and responding to customer feedback, and focused on providing and continually improving the level of customer satisfaction and experience with Kauffman Center. Additionally, possessing a keen attentiveness to financial implications of resource decisions.

Education and Experience: A bachelor's degree in technical theatre or production management is preferred. A minimum of 6 years' previous experience as a production manager or stage manager or crew head with leadership roles, is required. Work experience in both producing and presenting/touring environments is required, as is familiarity with entertainment industry collective bargaining organizations. Demonstrated, high competence in two stagecraft areas (audio, carpentry/rigging, electrics, properties, video, and wardrobe) is required.

Skills and Abilities:

- Ability to work both in a team setting and independently
- Strong communication skills
- Excellent organizational, planning and interpersonal skills
- Ability to prioritize multiple projects
- Demonstrated problem-solving skills
- Professional presentation, appearance and work ethic
- Ability and desire to work various hours including nights, weekends and holidays
- Ability to read music a plus
- Frequently moves equipment weighing up to 50lbs
- Traverses a large building repeatedly during the workday
- Ascends and descends ladders, in aerial work platforms, and in Spyder lifts
- Comfort with being 'on the move' during event assignments

To perform this job successfully, an individual should be proficient in Microsoft Word, Excel, and Outlook and be knowledgeable with handheld devices. Experience with an automated event management system (e.g., Artifax or similar) is desired.

Organization-al values: Adheres to and promotes organizational values below. Establishes and fosters positive working relationships with contacts and co-workers. Seeks to collaborate and partner with peers.

ORGANIZATIONAL VALUES

| Own it, get it solved | Aim for excellence | Be enthusiastic | Act with respect |
|---|---|---|--|
| <ul style="list-style-type: none"> ■ Integrity ■ Honest communication ■ Transparency ■ Trustworthy ■ Responsible | <ul style="list-style-type: none"> ■ Striving to improve or meet a standard of excellence ■ Motivated | <ul style="list-style-type: none"> ■ Flexible ■ Fun ■ Embraces new ideas | <ul style="list-style-type: none"> ■ Service ■ Considerate of others ■ Treat others with dignity and care ■ Work toward shared goals |

Application Instructions: The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. Kauffman Center is dedicated to considering a broad array of candidates, including those with diverse workplace experiences and backgrounds. Compensation is market-competitive and includes:

- Excellent Benefits (Medical, Dental, Vision, FSA, HRA, Disability Insurance, EAP)
- 401K Retirement Plan with Employer Match
- Paid Vacation, PTO, Holidays and Discretionary Days
- Paid Parental Leave
- Tuition Reimbursement

Submit a single PDF file containing a cover letter and a concise resume that demonstrates a good match between the applicant's background and the education and experience requirements listed above. Use the cover letter to explain how the candidate foresees success in the role of Production Services Supervisor. Please submit this single PDF file by Sunday, November 20, 2022 to hr@kauffmancenter.org. Incomplete materials, phone calls, office visits, and other communications apart from these instructions may disqualify applicants.

Intent and Function of Job Description: *Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may

be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.