



Job Description

Job Title: Director of Facility Operations

Department: Facility Operations

Reports to: VP of Operations

FLSA Status: Exempt, Salary

MISSION:

The Tobin Center is a well-run, highly successful organization with a mission to serve as San Antonio's cultural arts center, driving meaningful change in the community through the arts by providing world-class entertainment in state-of-the-art facilities, supporting the work of local performing arts organizations, and ensuring inclusive and accessible arts education and outreach programs to San Antonio's diverse population. The Tobin Center is a 501c3 charitable organization.

To fulfill its mission, The Tobin Center established Tobin Entertainment LLC to generate additional financial support for Tobin Center programs and ensure quality arts entertainment is available to the public in performing arts centers and other venues throughout the United States.

DESCRIPTION:

Situated along the banks of the San Antonio River in the heart of the city, The Tobin Center for the Performing Arts transformed arts in San Antonio. Its stunning architecture, creative interior design and lighting, exceptional acoustics, and blockbuster talent from around the world attracts widely diverse audiences from San Antonio and the region.

The remarkable flexibility of the 1,750 seat H-E-B Performance Hall, with its distinctive "flat-floor" capability, opens the door for performances and events of almost any sort. The acoustics can be "tuned" to fit the performance and the physical set-up of the performance hall; and the sound insulation throughout The Tobin Center enables simultaneous use of the Performance Hall, the Studio Theater, and the River Walk Plaza.

Audiences can see and hear performers and performances of every kind at The Tobin Center for the Performing Arts.

The Tobin Center includes three venues:

- The H-E-B Performance Hall is a 1,750-seat performance space with excellent sound capabilities, adjustable for both acoustic and amplified musical presentations. The main floor converts from traditional theater seating to a flat-floor concept capable of seating more than 600 for banquet or cabaret style events or up to 1,050 for a general admission standing-room event.
- The Carlos Alvarez Studio Theater is a 300-seat studio theater with numerous flexible-seating options and arrangements.
- The Will Naylor Smith River Walk Plaza is an exterior venue along San Antonio's River Walk that is ideal for films, concerts, and events. The plaza can accommodate seating for 600 people and includes a state-of-the-art 32-foot video wall.

Tobin Entertainment LLC., the off-site tour and promotion division of The Tobin Center for the Performing Arts, was created to generate additional financial support to drive meaningful change in San Antonio through Resident Companies, Generation Next, and diverse community outreach.

Tobin Entertainment partners with performing arts centers and other venues all over the United States to bring quality entertainment to the public. Tobin Entertainment LLC currently operates in 70 cities in 29 states nationally.

Broad Position Functions

- Oversee and direct the physical operation of the performing arts facility and exterior grounds, office building complex, and parking garage in support of event schedules, administrative activity, safety, and security.
- Identify, implement, and manage capital improvement projects as related to building and grounds, revenue generation (earned and unearned), and performance areas.
- Ensure that The Tobin Center is maintained, presented, and operated as a world-class live entertainment venue.

Duties

Building Operations -

- Provide safety and security of visitors and staff via security equipment and monitoring, building systems including alarm and protection development of policies, and monitoring of site safety and incident reports.
- Provide quality in maintenance and cleaning for the ultimate customer experience.
- Oversee mechanical, electrical, plumbing conditions, repair, controls and upgrade to provide comfortable environmental conditions while establishing and implementing energy conservation systems.
- Oversee establishment and implementation of thorough preventative maintenance programs.

- Continue critical and proactive analysis of operations to identify opportunities for lifecycle savings and energy efficiency improvements and manage the operational budget to best meet and balance all needs.
- Work with all departments to identify challenges and seek solutions to support specific departmental needs including education initiatives, exhibit spaces, stage and productive needs, sponsorship, annual fund and other development efforts, marketing, finance, programming, facility sales, and service support to include events, FOH accessibility, and customer relations.

Capital Improvements -

- Manage design and construction teams within budget parameters, remaining current with budget status, preparing reports and budget summaries, expenditures to date, contingency status, and projections.
- Identify, pursue and assist in selected opportunities that will substantially augment Tobin's current earned revenues.
- Balance decisions in the context of aesthetics, quality of finish, maintenance concerns, and lifecycle costing.
- Prioritize needs with respect to safety, problems causing rapid deterioration, code compliancy, increased efficiency, and aesthetics.
- Maintain effective communication with Development, Finance, and appropriate department to ensure accuracy and compliance with audits related to funding sources.
- Drive identification of funding sources by providing strategic project management and capital planning tools. Develop project scopes to maximize flexibility in spending across applicable funding sources.

Supervisory Responsibilities

- Supervise responsible staff, mentoring them to their full potential.
- Cooperate in the management of the programming calendar, coordinating events and activities with those of other departments and facility requirements.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- **Education and/or Experience:** Exhibit advanced knowledge of venue and facility management. College or technical school degree: 15 years of related experience and/or training, or equivalent combination of education and experience. Proven experience in facility construction, operation, and entertainment venue management as well as building systems and vendor/trade management.

- Language Skills: Ability to read, comprehend and write detailed instructions and correspondence. Ability to effectively present information to customers, clients, and other Tobin Center employees.
- Mathematical Skills: Ability to add, subtract, multiply and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Reasoning Ability: Capacity for strategic thinking and decision-making and ability to simultaneously process multiple projects and people.
- Computer Skills: Advanced knowledge of the Internet, Excel, Word, and Outlook.
- Other Skills and Abilities: Highly motivated to succeed, goal-oriented, and able to inspire confidence. Excellent written, verbal, and interpersonal communication skills. Adept at building and maintaining a strong staff. Ability to prioritize multiple responsibilities and to work under deadlines. Must be detail-oriented and highly organized. Prior experience in event management or performing arts is preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to move about various facilities, use hands to finger, handle, or feel; reach with hands and arms, talk and hear. The employee is frequently required to sit, stand, and walk. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Performance Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Leadership** – Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- **Fiscal Responsibility** – Utilizes finances, budgets, facilities, equipment, supplies, and materials efficiently and effectively to support the needs of the department and organization. Follows budget procedures and meets deadlines.
- **Initiative** – Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.
- **Judgment** – Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor. Discretion in handling confidential material.
- **Presentation & Communication Skills** – Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Presentations are conveyed in a clear and concise manner to the audience. Adjusting tone and terminology

to the needs of the audience. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.

- **Planning and Organization** – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- **Management of Resources** – Ability to use time, money, technology, and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- **Customer Focus** – Interaction with internal and external customers. Requires putting yourself in the customer's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
- **Teamwork** – Ability to interact and develop relationships with co-workers; give and receive constructive input; contribute ideas and viewpoints; adapt to changing circumstances and expectations; understand and remedy interpersonal conflicts.
- **Technical Knowledge** – Individual's ability to demonstrate the specific skills necessary to the position using procedures, tools, and equipment necessary to accomplish work.
- **Work Habits** – Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- **Creativity** – Uses unique approaches and inventiveness. Seeks new alternative and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- **Supervision & Development of Employees** – Orients and trains employees and sets standards for work performance. Recognizes performance strengths and limitations of subordinates. Effectively directs performance management as a means of developing employees. Delegates authority as necessary and inspires staff to work toward common goals. Motivates employees to achieve objectives. Sets expectations/monitors performance of direct reports.
- **Business & Organization Knowledge** – Having knowledge of The Tobin Center's business involves understanding our industry and how the incumbent's position and knowledge plays an important role in the success of the organization. It also includes the ability to acquire new knowledge of our industry and using this information to get things done.
- **Selection of People** – Requires an understanding of how the job fits into the "big picture", identifying the key requirements and matching people's skills and experience. Applies to the recruitment of staff, distribution of duties or projects to current staff and placement of staff on work groups.

The Community

San Antonio is the second largest city in Texas, after Houston. Located in Bexar County, it has a population of 1.3 million people. It's the home of The Alamo, the River Walk, and the NBA's San Antonio Spurs. San Antonio is the 3rd fastest growing large city in the U.S. With steady job growth, beautiful scenery, and a booming food scene, San Antonio has established its own distinct personality.

San Antonio provides a more affordable living scene than other big cities in Texas, such as Austin or Dallas. The cost of living is 14% below the national average... and Texas has no state income tax. Furthermore, Texas gasoline prices are some of the lowest in the country.

Hot temperatures are the norm in summer months, typically reaching 90 to 100 degrees in July and August. The good news? Winters are mild. So, while your friends up north are bundled up in every piece of clothing they own from December to February, you can coast through temperatures well above freezing with a light jacket.

The city is proud of its honorable history and commitment to the military. San Antonio is home to one of the largest military bases in the country, Joint Base San Antonio, which primarily serves the Air Force. Currently, the base has four major locations that provide training, health care, education, and combat support.

San Antonio's population is diverse, with a large Hispanic concentration with an average age of 38 to support prosperous tourism industry. But that's not all it's known for...big tech and the financial industry are booming as well. And the city's Economic Development Department is growing its core industries such as Aerospace, Biosciences, advanced manufacturing, and others.

On top of all that... amazing food, fantastic arts, culture galore, the Alamo, the River Walk, and 10 days annually dedicated to a citywide party... Viva Fiesta!

Benefits:

- Medical, Dental, and Vision insurance, 100% paid by The Tobin for employees
- Employee Assistance Program (EAP)
- Bonus structure
- 401K (matching)
- Paid Time Off (PTO)

COMMUNICATION

An Application for Employment must be filled out in order to be considered for employment. The Tobin Center Application may be found at www.tobincenter.org under the Employment tab.

Please email application, resume, and cover letter to LuAnn.Stidham@tobincenter.org and put Director of Facility Operations in the subject.