ROOM MANAGER
DINWOODIE LOUNGE

JOB SUMMARY

Room Managers are responsible for facilitating both licensed and non-licensed events. They oversee and direct venue staff and any volunteers to ensure a safe and efficient event. This position reports to the Manager – Programming & Venues or designate. ProServe training is required and can be provided by the UASU, free of charge. Good judgment associated with public relations and staff relations, as well as a general knowledge of production house and booking house operations, are required.

DUTIES AND RESPONSIBILITIES

1) Oversee security staff and/or volunteers provided by the venue or hired Student Group, assist in their training as necessary, and keep them informed of the needs of each event.

2) Prepare room for audience access.

3) Post directional, informational and regulatory signs as necessary.

4) Apply in-house and event-specific program policies and procedures.

5) Keep records on staff work records, attendance, security and general reporting, and assist in reconciliation and processing of admissions.

6) Ensure that the emergency, safety and comfort requirements of the patrons, artists and production staff are met and carry out the resulting required duties.

7) Be knowledgeable of venue program information pertaining to both specific current programs and general programs.

8) Be suitably attired, groomed and conversant while on the job.

9) Perform other job related duties, within the bounds of required qualifications, as directed by the Manager – Programming & Venues or designate.

QUALIFICATIONS

1) Ability to establish good working rapport with employees and volunteers in training and execution of venue operations and functions.

2) Willingness to work a shift schedule involving extreme variation in the frequency and hours of shifts, including nights, weekends and holidays as mutually agreed to by the employer and the employee.

3) Ability to organize and coordinate the functions of venue operation and an understanding of employee recruitment and training techniques.

4) Ability to deal with public relations concerns.

5) Absolute requirement for the ability to perform duties under pressure.

6) A basic understanding or aptitude pertaining to the arts is required.

Union Exempt