

POSITION: OPERATIONS AND EVENTS MANAGER

REPORTS TO: Executive Director

HOURS: Full-time, salaried, exempt; (non-standard shifts – days, nights, weekends)

DIRECT REPORTS: Technical, Facilities, and Front of House staff

Overview

The Operations & Events Manager oversees the day-to-day operations of the Weill Center, with responsibility for staff management and event coordination from concept to completion. Providing leadership across all event-related staff, this role ensures events are executed safely, efficiently, and professionally, creating a welcoming experience for artists, renters, patrons, volunteers, and partners. The ideal candidate is an organized, solutions-oriented leader with strong communication skills and experience managing events, inspiring teams, and fostering a healthy workplace culture.

Duties and responsibilities

Operational Leadership

- Oversee the day-to-day operations of the venue, ensuring facility and staff readiness, safety, and smooth execution of all events.
- Manages and monitors employees' workloads and timelines to promote consistent productivity and timely task completion.
- Develop, implement, and enforce standard operating procedures to ensure consistency, compliance, and operational excellence.
- Ensure compliance with all applicable licenses, permits, certifications, and safety requirements and internal controls.
- Serve as the primary operational leader during events, addressing issues in real time and ensuring collaborative and effective problem resolution.
- Manage select vendor relationships and service contracts, including ordering supplies and coordinating services; managing supply budget.
- Collaborate on long-term operational planning, capital improvements, and continuous improvement initiatives to support organizational goals and ensure operational alignment.
- Represent the Weill Center at events, conferences, and committees.

Staff Management & Human Resources

- Coordinate staff and volunteer recruitment, retention/engagement (culture building!), and recognition efforts
- Manage hiring and onboarding processes for staff, interns, and contractors.
- Supervise and support front-of-house, technical, facilities, and event staff, providing leadership, coaching, training, performance management, and corrective action as needed.
 - Conduct annual performance reviews, provide ongoing feedback, support goal setting.
- Support department leads with staffing plans and management, budgets, and project timelines.

- Oversee timekeeping processes, including review and approval of timesheets, administration of PTO and flex time, and proactive management of overtime in alignment with operational needs and labor policies.
- Ensure compliance with labor laws and regulations, HR policies, and best practices, maintaining accurate and confidential personnel records.
- Administer benefits program in collaboration with the Business Manager.
- Manage internship program, including recruitment, training, supervision, and educational institution compliance.
- Provide regular, clear communication to staff regarding schedules, procedures, events, and operational updates.
- Serve as a point of contact for employee questions on policies, benefits (insurance, 401K, complimentary tickets, etc.), scheduling, and workplace procedures.

Event Management

- Serve as lead contact for renters, providing positive interactions from inquiry to contracting and implementation.
- Serve as primary operational liaison between touring parties and venue, coordinating schedules, logistics, and communication with event staff.
- Collaborate with the technical team to coordinate technical advances and secure production requirements including equipment, security, and event staff as needed.
- Manage onsite logistics and day-of coordination to ensure smooth, safe operations and positive experience for guests and artists.
- Ensure a high-quality patron experience across all touchpoints including arrival, ticketing, concessions, merchandise, and departures.
- Implement co-promotions, VIP experiences, meet-and-greets, sponsorship activations and special experiences as applicable.
- Address issues and concerns promptly and professionally, resolving issues efficiently and diplomatically.
- Provide personalized group tours for a variety of audiences.
- Stay up to date on industry trends and best practices; assist with artist research
- Manage event budgets, monitor expenses and revenues, and complete post-event settlements and reporting to support profitability and inform future planning.
- Enforce health, safety, and emergency procedures, including crowd management and incident response; primary decision-maker during emergencies, including delays, cancellations, or evacuations.

Qualifications

- Bachelor's degree in arts management, business management, human resources, or related field
- 3-5+ years of management and/or project management experience, preferably in events or venue operations
- Highly organized and adaptable self-starter with exceptional problem-solving and communication skills, capable of working independently and maintaining composure under pressure.
- Must be able to lift at least 50 lbs.
- Must be willing to earn Beverage Server certification (for overseeing bartenders at events) and CPR/First Aid Certification

Benefits

- Annual salary range commensurable with experience
- Flexible schedule, hybrid work schedule options
- 10 days paid vacation
- Simple IRA plan with 3% company match
- Health insurance stipend
- Complimentary parking
- Complimentary tickets for select shows
- Professional development opportunities/reimbursements as agreed upon by supervisor

To apply: Send cover letter, resume to info@weillcenter.com.

Job offers are contingent on a satisfactory background check.

The Weill Center is an Equal Opportunity Employer.