**Duke University**

**Division of Student Affairs**

**Position Description**

**Official Job Title:** Supervisor, Stage Operations

**Job Code/Level/Family:** 0658 / 09 / 16

**Department:** University Center Activities & Events

**Supervisor:** Assistant Manager, Theater Operations

**Position Status:** Regular, Full-time, Nonexempt

**Staff Supervision:** 5 full-time non-exempt stage technicians, student employees, Union stagehands

**Schedule Note:** 1st Shift; extended hours, night and weekend shifts required on a regular basis

**Scope of Responsibilities**

The Supervisor, Stage Operations will support the daily use of campus venues by overseeing, coordinating and participating in the operation of events. In close coordination with department management, the Supervisor, Stage Operations will assist in the planning and running of the day-to-day activities related to the successful operations of campus events including; providing excellent customer service to clients and patrons, following and enforcing safety guidelines, detailed planning of events, materials purchasing or rental, delivery coordination, resource management, preparing estimates, coordinating with box office operations, as well as upholding departmental policies and procedures.

This position is responsible for the daily oversight of users, staff, contract workers, students in the venues with varying degrees of proficiency in theatrical equipment. The Supervisor, Stage Operations will provide a substantial quantity of physical labor in support of the venues and general operations, as well as administrative tasks.

**Duties**

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<th>Duties</th>
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<td>Participate in the day-to-day aspects of theater operations – physical labor and administrative support - to ensure effective administration of fiscal, personnel and operational procedures. Coordinate, operate, instruct, and manage others in a variety of technical and specialized equipment, materials and devices related to theater technology including but not limited to mixing and recording sound, hanging and operating theatrical lights, building in metal and wood, rigging, projection and video equipment, and machinery as required.</td>
<td>25%</td>
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<td>Work with clients as assigned and in coordination with the Ticketing and Theater Operations team during pre-production planning as a consultant on various aspects of production; including preparing estimated event costs, planning production schedules, ordering equipment or supplies as needed, and effectively communicate scheduling and event needs to management. Serve as technical manager on duty for events, supervise the completion of event reports, and review all event reports in order to follow-up on reported problems or repairs as needed.</td>
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<td>A thorough understanding of the production process and theater production</td>
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techniques. Knowledge of how to use modern lighting, sound, video and other technical equipment. Install, maintain, and program as needed all lighting, sound, video equipment, thorough understanding of stage rigging and scenery for theatrical, musical, and other entertainment events. Operate lighting, sound and stage equipment during rehearsals and performances, following audio or visual cues. Responsible for film and movie operations, including BluRay, DVD and DCP projection. Supervise student projectionists for campus film series.

Train, supervise and provide continuous and annual performance review assessment of full time staff in Senior Technician positions. Participate in the selection and hiring of staff as needed. 15%

Maintain open communication with managers, technical and box office staff regarding issues with both events and theater maintenance. Attend department and production meetings as necessary. 10%

Assist with the scheduling of full time, part time staff, as well as serving as a main coordinator for scheduling the union stage hands (IATSE) needed on a weekly basis. Review submitted billing and time records to verify accuracy of charges. 5%

Perform additional related duties as assigned or required to meet department, division and University goals and objectives. 5%

General Qualifications

- **Education:** Work requires a thorough knowledge of all areas of theatrical production with a strong background in the operation of events and venues generally acquired through a four year course of study of theater or closely related field. Four years of experience in technical events support or theater production may be substituted for a degree.

- **Experience:** Work generally requires a minimum of 3 years of progressively increasing responsibility in managing complex organizations and related functions for arts facilities and operations. Prior college and university experience strongly preferred.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

- **Job-Specific Skills and Competencies**
  - Experience with production and stage management;
  - Ability to work within budgets;
  - Proficiency in computer applications and understanding of relational database management systems;
  - Ability to work under pressure on many projects and work with people of varying experience levels;
  - Excellent organization skills and the ability to manage concurrent projects and priorities within established guidelines;
  - Previous supervisory experience preferred;
  - Strong communication skills – verbal, written and interpersonal;
  - Ability to work independently and as a member of a team, with a commitment to collaboration;
  - Ability to problem solve independently;
  - Ability to work within and uphold policies and procedures set forth.
Valid NC driver’s license required. Must complete and maintain required compliance, vehicle safety checks, and training in order to remain eligible to drive Duke vehicles.

Working Conditions
- Ability to work under the following working conditions: Exposure to noise and dust, heights associated with rigging and catwalks; reaching overhead, above the shoulders and horizontally, climbing ladders, working at heights on ladders and lifts, frequent use of stairs, work in low light conditions, and frequent use of tools. This position will be expected to work extended hours, night and weekend shifts required on a regular basis.

Physical Requirements
- Ability to carry, push or pull items up to 50 pounds, climb ladders, and wear safety equipment as required, including safety harnesses.