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| Job title | <i>Butler Performance Center Manager</i> |
| Salary | <i>This position is full-time, exempt, with evening and weekend hours. Salary range is \$55,000 to \$65,000, plus benefits</i> |
| Works Closely With | General Director & CEO, Chief Advancement Officer, Director of Marketing, Associate Technical Director, Business Operations staff |
| Supervises | Butler Performance Center FOH personnel and volunteers |

Job Summary

The Butler Performance Center Manager will play an important role in the opening and ongoing management of Austin Opera's Sarah and Ernest Butler Performance Center. They will partner with the General Director & CEO, Chief Advancement Officer, and Director of Marketing to create a rental program for various rentable spaces in the company's new HQ, including a 180-seat theater, four rehearsal spaces, a conference center, and outdoor event space. Once the Center opens, the Butler Performance Center Manager will manage all rental inquiries and front-of-house operations.

The Butler Performance Center Manager will attract and cultivate rental clients, oversee the rental event calendar, manage the rental department budget, negotiate and secure rental contracts, oversee front-of-house management, concessions inventory and sales, and other event management services for rental events, and coordinate with internal departments to deliver high-quality customer service experiences that align with Austin Opera's values.

This motivated and organized individual must have impeccable attention to detail and a proactive approach to management. In facilitating the needs of a variety of clients and events, this position has a high level of interaction with professional touring artists as well as community-based partners, volunteers, and performers with a wide range of experience levels. Ensuring that every client has a positive and safe experience at Austin Opera is the highest priority. Like all employees at Austin Opera, the Butler Performance Center Manager must collaborate well with all team members.

Duties and responsibilities include, but are not limited to:

Leadership:

- Collaborate with the General Director & CEO, Chief Advancement Officer, and Director of Marketing to establish and fulfill the Center's annual business plan to maximize venue utilization and meet revenue goals.
- Collaborate with the General Director & CEO, Chief Advancement Officer, and Director of Marketing to oversee the creation and implementation of venue rental policies and procedures.
- Participate in building strategic partnerships throughout the local and regional community that help achieve the organization's short- and long-term rental program goals.

- Conduct quantitative and qualitative evaluation of rental activities to build informed and data-driven growth strategies.
- Directly supervise, mentor, and professionally develop appropriate event staff and volunteers to provide excellent service to rental clients.
- Track rental program metrics and trends to help inform strategic planning and decision making for Austin Opera.
- Identify and pursue new rental client relationships and new business opportunities and collaborate with the marketing team to develop materials, messaging, and outreach initiatives to promote venue rental.
- Stay up-to-date on current best practices and trends in performing arts venue management.

Rental Program Management:

- Serve as the primary point of contact for rental clients, guiding them through the booking process and connecting them to the Opera's catering/event planning partner.
- Prepare contracts, addendums and certificates of insurance with clients for review and signature and maintain and organize complete files for all rental events.
- Collect and process deposits, payments and refunds.
- Schedule and attend production meetings with rental clients, ensure all event details (production, ticketing, front-of-house, and more) are clarified and mutually agreed upon by rental clients and Opera staff.
- Schedule and prepare appropriate resources, staff, and vendors to support all theatre presentations and special events.
- Keep accurate records for tracking event expenses and invoicing. Draft and review invoices for accuracy, present them to the senior team for approval, deliver them to clients, and follow up on outstanding balances.
- Track all revenue and expenses for the Rental Services department and regularly measure them against budget projections.

Customer Service:

- Respond to rental inquiries and client communications in a timely manner and provide prospective clients with the information they need to book the venue.
- Maintain effective communication with rental clients and the Austin Opera production team to ensure performance requirements, including production needs, rider requirements, and staging, are professionally executed.
- Develop, schedule, supervise, train, and evaluate a list of qualified front-of-house coordinators to support rental events, including FOH theater operations, bar operations, and security.
- Promote, monitor, and ensure the delivery of excellent customer service by all rental event staff members.

Other Duties as Assigned

This position is a great opportunity for someone who:

- Has experience in producing arts organizations
- Has working knowledge of terminology and procedures for performing arts production and presentation
- Has the ability to manage multiple priorities under tight deadlines
- Is detail-oriented with strong organizational, writing, and communication skills

- Demonstrates proficiency in Excel, Word, Outlook, Zoom, and CRM systems; (Tessitura experience a plus)
- Is a team player with a collaborative spirit
- Is comfortable handling sensitive information with integrity
- Enjoys working in a fast-paced, collaborative environment where priorities and tasks shift frequently according to institutional needs
- Enjoys opera and the performing arts

Residing in the Austin area is a requirement of this job, as is availability for evening and weekend events. Employees must have reliable transportation and occasionally transport equipment and supplies to and from the office, event locations, and performance venues during daytime and evening hours. Public transportation in Austin is limited. Austin Opera is an Equal Opportunity Employer.

How to Apply:

Send cover letter and resume to careers@austinopera.org.