



# City of Tempe

## GENERAL MANAGER – TEMPE CENTER FOR THE ARTS

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	449	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$92,362
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$124,689
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	General Manager - TCA
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives direction from the Deputy Community Services Director – Arts and Culture and the Community Services Director.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of progressively responsible experience in theater or arts management including experience presenting national/international artists and arts organizations to the public and two years of experience supervising technical and supervisory personnel or other experience directly related to the core functions of the position.
<i>Education:</i>	A Bachelor’s degree in technical theater, arts management, theater management or degree related to the core functions of this position. Additional advanced technical and industry-specific coursework is desired.
<i>License / Certification:</i>	None

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To plan, organize and manage, through subordinate supervisors, the operation of the City of Tempe’s Tempe Center for the Arts under the leadership of the Arts and Culture Division; and to supervise the operation of related facilities and

staff. The incumbent will serve as the primary contact for the facility in service contract development and administration, organization design and implementation, event services performance, maintenance and technical performance.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Perform administrative work related to planning, development, coordination, and management for the Tempe Center for the Arts, which includes theaters, multifunction rooms, exterior event space, and technical and administrative support areas.
- Plan, direct, and manage the major operational day-to-day functions of the Tempe Center for the Arts, including, production, box office, house management and guest services, sales, reception, and building/grounds maintenance.
- Produce and present shows and performance events; advance and coordinate technical and logistical needs of shows and performance events.
- Ensure timely and accurate preparation of the TCA budget, capital improvement projects, and supplemental budget requests and lead in their coordination and development with the Deputy Director and senior staff; monitor and control expenditures; safeguard transparency and accuracy in all financial reporting.
- Direct the use of capital and operating funds and identify needs for TCA facilities, equipment, personnel, and management.
- Plan, assign, direct, supervise, and review work of front-of-house staff, back-of-house staff, sales staff, and administrative support staff.
- Be a results oriented leader and develop an organizational culture that supports a cohesive, creative, and productive staff; embody and provide positive and collaborative leadership to staff; cultivate an environment with the highest ethical standards.
- Participate in the selection of staff; provide and/or coordinate staff training and review to ensure exemplary customer service; work with employees to improve performance, correct deficiencies; implement disciplinary procedures; maintain effective and consistent one-on-one dialogue with all employees on a regular basis.
- Negotiate, compose and review all business contracts and agreements ensuring accurate preparation and execution.
- Oversee scheduling, booking, and contracting of all venues within the Tempe Center for the Arts.
- Implement and administer annual and multi-year facility license agreements with user organizations; oversee billing and invoicing of user organizations; oversee coordination with user organizations to ensure all technical, contractual and safety requirements are met.
- Ensure program compliance with pertinent laws, rules, regulations, and licensing standards.

- Develop, implement, and monitor programs, policies, system controls and procedures as approved by the City Council; prepare and submit revision of said policies and procedures to Deputy Director, Department Director or City Council, as appropriate.
- Participate in industry meetings, conferences, and organizations to share and implement best practices and business standards; demonstrate continuous effort to develop and implement methods and procedures for advancing operations, streamlining work processes, and improving cost-effectiveness and participation by the public and associated organizations.
- Provide pro-active performance planning utilizing performance management tools.
- Other related duties as assigned.
- Physically present to perform the duties of the position.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work (i.e. working with budgets, contracts);
- May require working extended hours.

### COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

### JOB DESCRIPTION HISTORY

*Effective August 2000*

*Revised April 2005 (reclassification to higher level)*

*Revised May 2017 (Title changed)*

*Revised May 2017 (update entire job) description*

*Revised December 2017 (receives direction from Dep CS Dir and Comm Svcs Dir; update job duties)*