

Wednesday, May 18, 2022

Dance Center Operations Manager

Company: Mark Morris Dance Group

Location: Brooklyn, NY

Compensation: Annual Salary: \$50,000-\$60,000; commensurate with experience

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SUMMARY:

Mark Morris Dance Group seeks a Dance Center Operations Manager to play an integral role in ensuring the smooth daily operations of the Dance Center, with a focus on managing building safety and security and the visitor/constituent experience. This position requires significant supervisory experience as well as excellent communication and problem-solving skills to lead the Front Desk team and support the Dance Center's wide-ranging activities and constituencies. A successful candidate will have the ability to make informed decisions with autonomy and authority. The Operations Manager works closely with the Facilities Supervisor and all Program Directors to collectively ensure we maintain the highest standards of customer service and will collaborate with Dance Center leadership to develop and implement Dance Center operational policies and procedures. The Operations Manager joins the organization at a pivotal moment as we explore new systems, continue to advance our core values in our work, and welcome back our community.

The successful candidate joins a community of kind and dedicated arts and administrative professionals who are propelled by Mark Morris's commitment to artistic excellence, access to the arts, and the impact that the arts have in connecting and engaging communities. MMDG is committed to ongoing and sustained equity and inclusion work. All staff are expected to be actively engaged and dedicated to upholding our core values: celebrating our diverse community, pursuing excellence in all that we do, advancing access, exposure, and opportunity to dance and music, and cultivating creativity. Staff members also have opportunities to shape the culture of the organization through our Work, Life and Culture Committee working groups at a time when we are revamping our IDEA (Inclusion, Diversity, Equity, and Access) action plan, initiating an ESG (Environmental, Social, Governance) strategic plan, and more.

PRIMARY RESPONSIBILITIES include but are not limited to:

People Management and Training

Manage and schedule 6-person team of part-time Operations staff who work at the Front Desk; ensure the team has the information they need to support regular programming and special events; oversee onboarding, training and offboarding; ensure the Dance Center is adequately staffed.

Support the research and implementation of training resources (customer service, conflict de-escalation, fire safety, etc.) to ensure front-facing Dance Center staff (Operations, Facilities, and Programming) are adequately trained.

Access Management and Safety

Serve as on-site manager during peak hours of activity at the Dance Center.

Manage daily operations at the Front Desk; oversee screening and check-in process; maintain training manual, forms and logs; approve daily cash and check finance deposit.

Communicate, uphold and enforce Dance Center policies, including COVID-19-related safety requirements, MMDG's Community Agreement, and lobby and studio policies.

Manage Incident Reporting process; document and report injuries and medical emergencies, occurrences of trespassing, theft, disruptive or violent activity and any other health or safety related issues that occur at the Dance Center; ensure there is an incident postmortem and actions are taken to update policy and/or follow up with impacted parties when needed.

Serve as a Dance Center Fire Guard and assist in the event of an emergency at the Dance Center, maintain fire safety staffing schedule, ensure compliance with Fire Safety policies.

Program and Event Support

Act as a liaison between students, renters and administrative staff; act as on-site point of contact for regular programming, events and rentals; ensure spaces are used safely and respectfully and resource, set up and space requests are fulfilled; provide technical support regarding the use of in-studio filming/streaming equipment and sound systems for daily live online and hybrid classes and rentals; ensure that special events and regular programming have the necessary support to operate simultaneously.

Act as the primary point of contact for long-term Wellness Center tenants regarding equipment, resources and maintenance of the space to ensure the space is fully operational, safe and welcoming.

REQUIRED TRAINING UPON HIRE:

First Aid Certification + refresher courses offered annually

CPR/AED Certification + refresher courses offered annually

Dance Center Floor Warden and Fire Guard Safety Training

FDNY Certificate of Fitness F03 (Place of assembly emergency personnel) + recertification (required every 3 years)

Bystander / De-escalation Training – offered annually

COVID-19 related: MMDG COVID19 Safety Plan and Dance Center Health and Safety policies

YOU WILL BE SUCCESSFUL IN THIS ROLE IF YOU:

Are an outstanding team leader- You enjoy managing a diverse team and fostering individual growth by giving and receiving feedback with diplomacy and patience.

Are solution-oriented- You are a resourceful and creative problem solver who is proactive and self-motivated to identify areas of improvement.

Are a community builder - You enjoy working collaboratively with multiple stakeholders to create systems and policies that ensure a welcoming,

joyful, and respectful atmosphere at the Dance Center; you are able to find common ground when there are competing priorities for shared resources.

Appreciate our work and align with our core values: Welcome MMDG's wide ranging staff and constituency that reflects a diversity of backgrounds, ages, identities, and abilities with ease and sensitivity.

SCHEDULE: 40 hours per week on-site at the Dance Center; Monday-Friday 12-8pm; ability to provide event coverage outside of regular work hours and adjust hours to ensure the Dance Center is adequately staffed.

QUALIFICATIONS:

3+ years visitor services, event management, stage management or comparable experience required

3+ years supervisory experience required

Creative, resourceful, entrepreneurial mindset, with roll-up-your-sleeves mentality

Superior judgment and diplomatic skills

Conflict de-escalation training a plus

Proficiency with Microsoft Office Suite; experience with scheduling software a plus

Ability to act with diplomacy and patience

Superb attention to detail and excellent time management skills

PHYSICAL REQUIREMENT:

Must be able to lift, push, pull, hold, and/or carry objects and equipment weighing up to 50 lbs.

Must be able to climb stairs, kneel, and crouch.

Must be able to be on your feet for up to 4 hours at a time.

COMPENSATION AND BENEFITS:

Annual Salary: \$50,000-\$60,000; commensurate with experience

Paid vacation, sick/personal leave, holidays and bonus days

Comprehensive benefits package includes: Employee Health and Life insurance covered 100%, Flexible Spending Plan, Voluntary vision and dental coverage, Pre-tax commuter benefit, 403(b) retirement plan, and 100% paid family leave

Access to free and discounted classes at the Dance Center and online

Access to special events and MMDG performances (when available)

Invitations to cultural events extended to staff members by community partners.

[APPLY HERE!](#)

Mark Morris Dance Group

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Brooklyn, NY, 11217

<https://markmorrisdancegroup.org/the-dance-group/careers/>

For more information:

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