



Position: Operations Manager (April 15 – October 15, 2021)

Location: Hyannis, MA

Reports to: Vincent Longo, Chief Executive Officer/Executive Producer

The Cape Cod Melody Tent, located in Hyannis, Massachusetts, is looking for an Operations Manager with live concert venue management experience. Must have a full working knowledge of the tent and manage all aspects of the tent-up and tent-down including baffle system, theatre interior, seats, stage and hospitality. The Operations Manager is responsible for all logistical requirements for visiting artists with the Production Manager and Tour Manager. This position requires coordination with Town Officials for annual permits and police details. In conjunction with the Production and Facility Manager, recruit and hire all-around crew, security and maintenance crews.

For over 70 years, the South Shore Music Circus and its sister venue, the Cape Cod Melody Tent, have been presenting world-class entertainment in the scenic Massachusetts coastal communities of Cohasset and Hyannis. Cape Cod Melody Tent is a not-for-profit organization dedicated to encouraging and supporting the arts, cultural and educational organizations throughout the communities of Cape Cod.

Our 2300 seat theatres have emerged as popular destinations for patrons and performers alike, providing a relaxed ambiance and intimate theatre experience where every seat is within 50 feet of the stage.

Touring performers of world-class caliber, including the Avett Brothers, Brett Eldredge, Brothers Osborne, Chicago, Squeeze, Lee Brice, Crosby Stills Nash, Melissa Etheridge, Bruce Hornsby, Fuel, Alison Krauss and Union Station, Lynyrd Skynyrd, Willie Nelson, Darius Rucker, the Doobie Brothers, Robert Cray, Little Big Town, Huey Lewis, the Beach Boys, Joe Bonamassa, Bill Burr, Jim Gaffigan and the Boston Pops.

PRINCIPLE RESPONSIBILITIES

- Report directly to and communicate daily with the Chief Executive Officer/Executive Producer
- Report all accounting matters, including invoices, checks written, show recaps, merchandising, deposit details etc. to the Controller within 24 hours of the show.
- Coordinate with Admin Assistant on Town of Barnstable annual permits.
- Coordinate with local Police Department on show schedule and required shifts.
- Work with Facility and Production Manger to recruit and hire crew, security and maintenance crew.
- Ensure all new hire paperwork and payroll is complete and sent to the Controller every Monday morning.
- Oversee weekly scheduling to ensure staffing reflects needs based on ticket sales in all departments.



- Maintain daily contact with Facility Manager, Production Manager, Box Office Manager, Concessions Manager, House Manager, Merchandise Seller, etc.
- Oversee Box Office, Ushers, Gate Keepers, Security and Maintenance Crews
- Supervise maintenance crew with Facility Manager to coordinate tent installation and removal.
- Ensure all is in working order before the first event of the season; COVID Requirements, HVAC, plumbing, Electrical, Alarm, Ice Machines, Walk in Coolers, Draft System, ATM
- Attention to cleanliness of venue before, during and after events.
- Fill out show announcement sheets with approved upcoming shows and ensure announcements are made at the appropriate times.
- Review show settlement with CEO/Executive Producer before 6:00 pm day of show.
- Full settlement for all merchandise sold must be completed and approved before end of night.
- Responsible for cleanliness, safety, security and emergency preparedness of the venue.

BACKGROUND REQUIREMENTS

- 5-10 years concert venue operations management experience with a minimum of 3 years leading and developing teams
- Required to be at the Hyannis venue. This is not a remote position.
- Experience building strong relationships and rapport with all levels of staff, artists and touring staff
- Ability to work within a deadline-oriented, fast-paced team environment, juggling multiple projects and priorities at once.
- Maintains professional and technical knowledge by reviewing professional publications, establishing networks and monitoring other concert venues.

IMPORTANT CHARACTERISTICS FOR SUCCESS

- A positive get-it-done attitude that persists regardless of obstacles and fosters collaboration and input from the team as a whole.
- Focus on Federal, State, Local and CDC guidelines at all times and ensure policies are in place and being followed.
- Ability to assimilate a great deal of data and input and be willing to change plans or pivot based on shifting priorities.
- High professional standards; a great sense of humor; checks any ego at the door and quickly earns the respect of colleagues.
- Effective communicator who is able to present and justify thoughts, ideas and decisions in a clear, concise, and appropriate manner.
- Excellent verbal and written communication skills and knows how to tailor all communications to the audience for which it is intended.

Benefits and pay commensurate with experience

To Apply: Please email resume and cover letter to kwalsh@themusiccircus.org