

Venue Services Manager

ACE SL, LLC (ACE) is seeking a Venue Services Manager (VSM) for the Smart Financial Centre at Sugar Land (SFC), in Sugar Land, Texas. Reporting to the Director of Venue Services, the VSM is responsible for the success of front of house (FOH) operations and will serve as a liaison between the FOH team and company leadership. The VSM is responsible for departmental scheduling, payroll, enforcement of company policies and creating an enjoyable work environment for FOH staff. During events, the VSM is responsible for troubleshooting issues, implementing emergency protocol, and providing first-rate customer service.

Venue Services Manager responsibilities include:

- Present a professional attitude and quality customer service throughout FOH operations
- Support and assist the Director of Venue Services with day to day operations of the department
- Schedule FOH staff for events, per established staffing levels and budget
- Monitor performance of FOH staff including guest services, security, medical, and other event staff
- Ensure all pertinent information is obtained, compiled in event files and distributed to proper entities. This includes but is not limited to compiling, filing, and distributing labor bills, medical service reports, incident reports, ejections, arrest, parking lists, staffing schedules, patron concerns, and attendance reports
- Enforce house and production policies in accordance with company policy and event-specific protocols
- Serve in the rotation as the senior staff on duty during events
- Actively coach, train, and support FOH staff
- Develop content for timely department communications including e-blasts, monthly newsletters, bulletin boards, etc.
- Other duties as assigned

Qualifications:

- Understanding of Venue Management and/or Event Management
- Proficiency in Microsoft Office
- Supervisory and leadership experience
- Experience in providing a superior level of customer service
- Ability to self-motivate to complete tasks with minimal supervision
- Strong organizational skills and exceptional attention to detail
- Outgoing and positive attitude complemented by a professional demeanor
- Excellent written and verbal communication skills complemented by strong listening skills
- Must be able to work a varied schedule including nights, weekends, and holidays as needed

Preferred Qualifications:

- Experience in theatre or venue/entertainment front of house operations
- Proficient in mastering a variety of software programs for scheduling, payroll and ticketing
- Strong problem solving and strategic thinking skills
- Proficient in managing multiple priorities simultaneously under high pressure situations
- Commitment to identify critical issues and effort to resolve them
- Ability to work collaboratively, proactively and professionally with a diverse range of people and organizations

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The successful applicant must be able to lift up to 25 pounds. While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

How to Apply

E-mail resume and cover letter, including the contact information for three professional references, to aryonmitchell@theambassadors.com.

No phone calls, please.

Please write “VENUE SERVICES MANAGER” in the subject line of your email.

The above statements are intended to describe the general nature of work performed by the Venue Services Manager. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position. ACE is an equal opportunity employer.