

Director of Venue Operations

FLSA Status: Exempt

Compensation: 68,800-75,000 annually

Category: Full-time (~40 hours per week; includes some evenings and weekends)

Reports to: Executive Director

Direct Reports: Events Manager; Ticketing Services Manager

Summary:

The Director of Venue Operations is at the intersection between operations, business development, and technology; and leads the financial performance, client experience, and front-of-house operations of the Tower Theatre Foundation's (TTF) venues. The Director holds primary accountability over the facility calendars and ensures that every event balances artistic vibrancy, community access, and financial sustainability. As a member of the leadership team, this position drives earned revenue, optimizes venue utilization, and builds a high-performing team through intentional coaching, clear expectations, and investment in staff growth.

This is a tremendous opportunity for a tech-savvy sales and operations leader to maximize and strengthen the business of one of the most iconic theatres in Bend, Oregon.

Essential Duties:

Leadership and Strategy

- Lead, mentor, and support a mission-aligned operations team by fostering a culture of clear expectations, development, collaboration, accountability and shared purpose.
- Serve as a vital member of the TTF leadership team, collaborating with colleagues across programming, community engagement, education, marketing, development, production, and finance to ensure aligned messaging, and integrated strategies.
- Work with colleagues and Finance to build and monitor budget.
- Provide the Executive Director with regular progress reports.

Calendar Stewardship & Venue Strategy

- Serve as the primary owner for the facility calendars for the Tower Theatre and Encore, bringing together the Directors of Programming and Community Engagement to ensure scheduling decisions reflect TTF's artistic vision, community commitments, and financial sustainability.

- Optimize calendar utilization and event mix to maximize yield per use day, while supporting TTF's mission and identity.
- Partner with the Director of Production to ensure technical feasibility and production requirements are incorporated into scheduling and advance planning.
- Use data and planning tools to reduce dark days and improve long-range calendar performance.

Financial Oversight & Business Intelligence

- Owns visibility into venue performance through dashboards tracking utilization, rental margin, ticketing performance, and concessions profitability.
- Partner with Finance to develop and manage rental and front-of-house budgets, including forecasting and variance analysis.
- Use data and technology to streamline workflows and inform decision making.
- Contribute to monthly financial and operational reviews, bringing forward insights and recommendations.

Rental Revenue & Client Experience

- Lead rental revenue strategy, pricing frameworks, and contract negotiation across 150+ annual events at the Tower Theatre and Encore.
- Serve as primary relationship lead for rental clients focusing on building long-term partnerships and nurturing repeat rental clients.
- Grow ancillary revenue through concessions, hospitality packages, and value-added services
- Monitor event-level profitability metrics in partnership with Finance.

Ticketing & Front of House

- Oversee ticketing operations, including ticket builds, pricing structures, comp policies, and system optimization.
- Set and monitor KPIs for Front of House operations; ensuring consistency professionalism, and efficiency.
- Oversee concessions and hospitality performance; focusing on service quality and financial results.
- Serve as senior escalation point for patron and risk management issues.

Additional Responsibilities

- Perform other duties as assigned to support departmental and organizational needs.

Qualifications:

- Bachelor's or Associate's degree in business administration, arts administration, hospitality, venue management, or a related field; or an equivalent combination of education and relevant experience
- Current or ability to obtain First Aid/CPR and OLCC Alcohol Service Permit.
- Minimum 5 years of progressively responsible leadership experience in performing arts venue operations, hospitality, or related fields.
- Experience leading and developing staff across multiple functions.
- Hands-on experience with ticketing and event management platforms.
- Experience integrating systems (including via middleware platforms like Zapier) is a plus.
- Strong organizational and project management skills to prioritize tasks, meet deadlines, and oversee multiple initiatives simultaneously.
- Valid Oregon driver's license, proof of current automobile insurance, and ability to meet TTF's driving requirements, if driving is required as part of the position.
- Ability to pass a criminal background check.

Working Conditions

Environment

- Work is primarily performed in indoor office and theatre settings
- Regular evening and weekend work required
- Occasional exposure to loud noise.

Physical Requirements

The physical requirements listed below are necessary to perform the essential functions of this position. The employee must be able to meet these requirements, with or without reasonable accommodation.

- 50% standing/moving and 50% sitting
- Ability to bend, kneel, climb stairs frequently
- Ability to lift up to 50 pounds occasionally.

Travel Requirements:

Occasional local travel; infrequent overnight travel for professional development or industry conferences.

To Apply:

Send your resume and any additional information for consideration to recruiting@towertheatre.org