

TECHNICAL SERVICES MANAGER
Code Number: 73011

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

SUMMARY DESCRIPTION

Under administrative direction, plans, organizes, and manages the activities and operations of the Technical Services Division within the Community and Cultural Services Department; oversees and manages the day-to-day operations and technical requirements for the Fred Kavli Theatre and Scherr Forum Theatre for all public and theatrical events; supervises overall operations of TOTV; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Community and Cultural Services Director; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Technical Services Manager is a Division head with responsibility for managing and directing the technical and scheduling requirements in two theatres for all events. Incumbents in this class are responsible for developing and implementing the Division's goals and objectives and for planning, organizing, and directing the work of subordinate staff. Assignments are broad in scope and are carried out with a significant degree of latitude and independence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, organizes, controls, integrates, and evaluates technical production activities and operations within the Community and Cultural Services Department; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the department's mission and priorities; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual goals and work standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, in accordance with the City's Memoranda of Understanding.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City's mission and values.

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- Participates in the development of the Department's annual budget; forecasts funds needed for the Division's staffing, equipment, materials, and supplies; approves Division expenditures and implements budgetary adjustments as appropriate and necessary.
- Serves as Technical Director for "in-house" productions; plans, organizes, and directs the technical requirements for all theatrical events including stage set up, lighting requirements, and related production functions for professional Broadway productions, symphonies, operas, film, dance companies, civic light opera, touring pop, recitals, country western, big band, rock, and other presentations and community productions.
- Supervises all aspects of backstage operations to ensure safety of performers and crew including conducting quarterly safety inspections of facilities and equipment and coordinating safety training for staff.
- Oversees maintenance of all lighting, sound, and rigging equipment; rents and purchases equipment and supplies; recommends capital improvement projects; calls cues for lights, sound, and flymen for community productions having no stage manager.
- Meets with promoters and technical personnel to determine technical requirements for lights, sound, and staging of performances; certifies the safety of all special effects, hanging units, flats and other scenic equipment.
- Oversees and approves the purchase and maintenance of equipment, tools, and supplies for the division.
- Recommends future improvements to the Community and Cultural Services facilities; oversees improvement work to the facilities to ensure work is completed according to specifications.
- Serves as the liaison for Technical Services Division with other City divisions, departments, outside agencies, and visiting production companies.
- Prepares a variety of reports, correspondence, and special studies; prepares and maintains attraction billing statements and crew time sheets.
- Conducts tours of facilities for visiting professionals and government officials.
- Provides staff assistance to the Community and Cultural Services Director; completes special projects as assigned; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Maintains current knowledge of new trends and innovations in the field of theatre arts; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Explains, justifies, and defends assigned programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Supervises the overall operations of TOTV; coordinates daily channel operations; manages production of video programs for City use and public distribution; coordinates and serves as a facilitator for various video projects

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- Provides staff support and assistance to cable TV-related citizen committees; coordinates the activities of cable TO-related technical, legal and financial consultants on the future upgrades/expansions of TOTV.
- Plans, produces, directs and coordinates programming for TOTV which includes but is not limited to: City Council and Commission meetings, the CTV Billboard, feature length programming, Electronic Field Production, PSA's studio productions and promos.
- Provides management supervision of technical services to off-site Council and City activities.
- Performs related duties as required.

DESIRED MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, services, and activities of a theatre arts program.
Principles and practices of program development and administration.
Standard practices of musical, theatrical, dance, and business meeting production.
Principles and techniques of theatre lighting, sound, rigging, costume, make-up and scenic construction.
Technical theatre and stage management techniques including lighting and sound plots, stage sets and drawings, rigging and ground plans.
State-of-the-art theatre equipment and materials.
Safety rules and practices pertaining to backstage theatre work.
Principles of geometry.
Principles and practices of municipal budget preparation and administration.
Principles and practices of management, supervision, training, and performance evaluation.
Pertinent federal, state, and local laws, codes, and regulations.
Video system maintenance and design including robotic camera, editing, studio, switching, test, graphic and field production systems.
Television production equipment, including but not limited to: robotic camera systems, e.f.p. production, switching systems, graphics, linear and non-linear editing systems, test equipment.

Ability to:

Oversee and participate in the management of a comprehensive theatre arts program.
Manage and coordinate the work of lower level staff.
Select, supervise, train, and evaluate staff.
Participate in the development and administration of division goals, objectives, and procedures.
Research, analyze and evaluate new service delivery methods and techniques.
Understand interpersonal and business relations.
Understand concepts and practices of lighting design and audio live mixing.
Organize complex technical set-ups under stress and within pressing deadlines.
Skillfully use various types of technical theatre equipment.
Exercise good judgment, courtesy and tact with staff and public.
Perform work requiring physical strength, dexterity and endurance.
Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Prepare and administer large and complex budgets.
Prepare clear, concise, and comprehensive administrative and technical reports.
Read and interpret complex data, information, and documents.

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Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
Utilize standard office equipment including computers and related software applications.
Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Respond and perform assigned duties in the event of a City-declared emergency.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in theatre arts or a related field.

Experience:

Eight years of increasingly responsible technical theatre experience including two years of management and administrative responsibility.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical: Primary functions require sufficient physical ability to work in an office and theatre setting and operate office and theatre equipment; sit, stand, walk on level and slippery surfaces, reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement; lift, carry and push tools, equipment and supplies weighing 25 pounds or more; climb ladders, use power and noise producing tools and equipment, and drive motorized vehicles. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office and theatre setting; may be required to work extended hours including nights, evenings, and weekends; occasionally works in outside weather conditions near moving mechanical parts; exposure to noise, dust, grease, fumes, gases, potentially hazardous chemicals, electrical energy, and inclement weather conditions including wet and/or humid conditions; works in precarious places; occasionally works around loud noise levels. The employee works under typical backstage conditions; the noise level is usually loud.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.