

# Rentals & Operations Manager Position Description

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**TITLE:** Rentals & Operations Manager  
**REPORTS TO:** General Manager  
**DEPARTMENT:** Administration

**SALARY LEVEL:** Level C  
**FLSA:** Full Time Exempt  
**DATE:** 12/6/2021

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## **POSITION DESCRIPTION:**

The Rentals & Operations Manager is responsible for managing Woolly Mammoth's facilities, rentals, and business operations. This position reports to the General Manager, sits within the Administrative Department, and offers the opportunity to help an exciting and innovative theatre company in its day-to-day operations in an effort to support its surrounding community while aiding the financial strength of the institution.

## **DUTIES & RESPONSIBILITIES:**

### Facilities & Building Operations

- Serve as the facilities operations lead for the building and organization;
- Manage maintenance contracts and agreements for the various facility vendors including HVAC, elevators, pest control, plumbing, electric, etc.; liaise with Penn Quarter Controlling Entity for shared facilities as appropriate;
- Create the annual maintenance plan for the building facilities and equipment, and schedule building repairs and maintenance as needed;
- Track and plan for all non-theatrical equipment maintenance and replacement;
- Create and manage the annual licensing and inspection calendar, including facilities inspections and maintenance, business licenses, CPR, ABRA, etc.;
- Manage DataWatch security partnership; maintain key and fob access for the building.

### IT & Admin

- Coordinate all IT needs with outside IT consultant, ITeck Solutions, and troubleshoot regular IT support when possible;
- Maintain technical equipment inventory and replace/upgrade equipment and software as needed;
- Maintain office equipment including phones, printers, copier, and postage machine, seeking equipment and process improvements benefit Woolly's operations and budget;
- Maintain office supplies and keep supply areas organized and tidy;
- Project-based and back-up support for business and Admin department as needed.

### Rentals

- Lead the facilities rentals program, ensuring that rentals are financially viable and align with Woolly Mammoth's values;
- Actively sell the event spaces, working with Marketing staff as needed; build positive relationships with clients and prospective clients;
- Ensure that all rentals are executed successfully with proper staffing, equipment, logistics, communication, and reporting;
- Create and execute rental contracts, invoice for services, and collect fees in a timely manner;
- Supervise part-time rental staff, including hiring, scheduling, motivating, training, and paying;
- Work closely with Connectivity, Development, and other internal departments to support staff and partners' events and other use of facilities.

### Safety

- Create, maintain, and update Woolly Mammoth's COVID-19 safety documentation as needs and union requirements evolve;

- Supervise temporary COVID-19 Compliance Officers (CCO), including hiring, scheduling, motivating, training, and paying; serve as back-up CCO (Woolly Mammoth will pay for certification if candidate is not already a CCO);
- Oversee COVID-19 testing process and maintain relationship with testing vendors;
- Chair Safety Committee.

Company-Wide Responsibilities:

- Commit to Woolly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Woolly's Liberation Library as an educational resource, engaging in EDI work at Woolly, and furthering your own independent journey with anti-racism.
- Cross-departmental collaboration, including participating in at least one Woolly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Woolly's stated values on an organizational, local, and national scale.
- Contribute in meaningful ways to the culture. See "Our Culture at Woolly" section below for more information.
- Act as an ambassador for Woolly Mammoth in the local community and beyond.

Plus additional duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

- Responsible for providing employees timely, candid, and constructive performance feedback; developing employees to their fullest potential and providing challenging opportunities that enhance employee career growth; developing the appropriate talent pool to ensure adequate bench strength and succession planning; recognizing and rewarding employees for accomplishments. Additionally this position will:
  - Select, train, and develop an effective and efficient staff including:
  - Interviewing applicants and select new employees;
  - Supervising the department orientation and training of new employees;
  - Recommending salary increases, promotions, transfers, disciplinary actions, and dismissals in conformance with company policy and procedures; and
  - Conducting annual performance reviews.
- Have substantial knowledge of leadership, teamwork, and management principles in line with the values of the organization.
- **Direct Reports:** Rentals & Operations Manager supervises part-time Rental Managers and other rental staff, as well as temporary COVID-19 Compliance Officers.

**QUALIFICATIONS:**

- **Experience:**
  - Experience managing projects with varied stakeholders and structured timelines.
  - Experience supervising a person or a team.
  - Experience with facilities maintenance preferred but not required.
- **Essential Knowledge, Skills, and Abilities:**
  - Highly organized and detail oriented.
  - Ability to build relationships internally and externally.
  - Ability to exhibit tact and grace in a fast-paced, high-demand work environment.
  - Familiarity with Microsoft Office suite.
  - COVID-19 Compliance Officer certificate preferred but not required.
- **Other Skills or Qualities:**

- Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your supervisor to set individual goals. Woolly encourages employees to take personal responsibility and pride in their work.
- See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Woolly values innovative thinking, big ideas, and bigger passion.
- Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.
- Proof of full COVID-19 vaccination.

#### **WORKING CONDITIONS:**

- Extending viewing of computer screens.
- Typical schedule is Mon-Fri, 9am-5pm or 10am-6pm, with some early mornings, evenings, and weekends as necessary.
- This position has typically sat in an open/shared office environment with moderate noise levels.
- This position is currently a hybrid position with regular needs to work in our theatre and some ability to work remotely.
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to public transportation.

#### **COMPENSATION:**

- **Starting Salary:** \$45,000
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

#### **OUR CULTURE AT WOOLLY:**

At Woolly, our culture is driven by our stated core values of radical inclusivity, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a civic leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional, especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.