

The Los Angeles Philharmonic Association is currently seeking a:
Operations Administrator, Hollywood Bowl

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

Position Summary:

The Operations Administrator, reports to Director of Operations, Hollywood Bowl, is responsible for focusing on daily venue operations at the Hollywood Bowl, as well as providing administrative support to LAPA employees, over 50 vendors, and other officials, as well as management of 15 Operations Staff.

Position Elements:

- Manage Operations Office Staff:
 - Hire and train Operations Office staff whose responsibilities include: general office reception, Lost and Found calls, mail receiving and distribution and act as first point of contact for patrons/staff, and other duties as assigned.
 - Supervise and schedule daily and nightly staff.
- Hire, train, and supervise the seasonal Wardrobe Department
 - Wardrobe Department is responsible for dispensing and collecting Hollywood Bowl uniforms and safety equipment.
- Hire, train and supervise Operations Shuttle Drivers
 - Shuttle Driver are responsible for pickups and deliveries at Hollywood Bowl Shuttle lot locations and pick-up/drop-off of Hollywood Bowl staff.
- Manage accurate timekeeping records.
- Oversee all aspects of Radio Communication Program including procurement, maintenance and monitoring.
- Process vendor invoices to provide prompt and accurate payment.
- Provide and process Bowl incident reports.
- Coordinate with LAPA's HR Department on annual hiring campaign for over 700 seasonal staff.
- Oversee annual badge production for over 2000 badges.
- Issue and track temporary credentials as requested.
- Supervise the processing, recording and notification to other departments of Neighborhood/Resident concerns.
- Responsible for managing Static and Electronic Marquees.
- Create and maintain digital archive of Hollywood Bowl event records.
- Compile and complete final reports at the end of each season including attendance and resident concerns.
- Liaison to all Hollywood Bowl managers year-round.
- Manage Lost and Found program, including digital record keeping, storage and patron retrieval.

- Manage “Pre-Event Safety Check” program and delegate to appropriate staff as necessary.
- Respond to a wide range of customer service issues with sensitivity and care.
- Assist in year-round Physical Plant Operations of Hollywood Bowl, Highland Camrose Park and Audience Services building.
- Execute special projects and duties as assigned.

Position Requirements:

- Two years experience in an entertainment venue with capacity of 7,000+ seats preferred
- College degree desired
- Knowledge of venue best practices
- Highly organized, detail oriented, ability to establish changing priorities, flexible
- Excellent written and verbal communications
- Excellent initiative and inter-personal skills
- Meet frequent deadlines
- Professional demeanor in dealing with challenging patrons and staff
- Work long hours and weekends through concert season as required
- Superior computer skills (Microsoft Word/Excel)
- Demonstration of leadership qualities
- Ability to make decisions on the spur of the moment
- Confidence in public speaking
- A professional and courteous demeanor, ability to handle constant and challenging interaction with the public, employees, and officials from outside agencies
- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency is a plus

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil’s COVID-19 Prevention Plan, including testing and vaccination requirements.

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.

- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.