



THE JOB – GENERAL MANAGER – VENTURA, CA

We are seeking a General Manager to oversee business operations, ensuring the venue and all related matters comply with venue standards, policies, and procedures.

The Role:

- **Venue Operations Management:** Oversee daily operations of the music venue, including staff management and facility upkeep. Ensure compliance with health and safety regulations, fire codes, and local laws.
- **Staff Supervision:** Hire, train, and manage venue staff, including front-of-house, technical, and security personnel. Develop and implement staff schedules and ensure proper staffing levels for events.
- **Event Planning and Coordination:** Oversee logistical aspects of events, including setup, sound checks, and breakdown. Monitor and evaluate event success and venue performance. Gather and analyze feedback from patrons, staff, and tours.
- **Financial Management:** Develop and manage the venue's budget, including tracking expenses and revenue. Handle financial transactions, including ticket sales, concessions, payroll, vendor payments, and event settlement. Prepare financial reports and analyze performance metrics.
- **Customer Experience:** Ensure high-quality customer service and a positive experience for patrons. Address customer inquiries, complaints, and feedback in a timely and professional manner. Implement strategies to enhance customer satisfaction and retention.
- **Vendor and Supplier Management:** Negotiate and manage contracts with suppliers and vendors, including concessions, merchandise, and technical services. Ensure timely and accurate delivery of goods and services.
- **Compliance and Risk Management:** Ensure adherence to all legal and regulatory requirements, including licensing and insurance. Develop and implement emergency procedures and risk management strategies.
- **Strategic Planning:** Develop and execute long-term strategies for venue growth and development. Identify opportunities for new revenue streams and operational improvements.
- **Community Engagement:** Build and maintain relationships with the local community, including residents, businesses, and organizations. Represent the venue at community events and participate in local initiatives.

Qualifications:

- **Experience:**

- Proven experience in venue management or a related role
- Demonstrated success in managing events, staff, and operations.
- Experience with budget management, financial reporting, and revenue generation.
- Skills:
 - Strong leadership and team management abilities
 - Proficiency in Outlook, Microsoft Word, and Microsoft Excel
 - Excellent organizational and multitasking skills.
 - Proficient in event planning and coordination.
 - Solid understanding of financial management and budget development.
 - Effective communication and interpersonal skills.
 - Customer service-oriented with a focus on enhancing patron experience.
 - Knowledge of marketing strategies and promotional activities.
 - Ability to handle high-pressure situations and resolve conflicts effectively.
 - Innovative and strategic thinker with a proactive approach to problem-solving.
 - Strong commitment to upholding the venue's reputation and operational standards.
- Physical Demands / Working Environment
 - Flexible schedule with the ability to work evenings, weekends, and holidays as needed.
 - Capacity to handle physical aspects of the role, including event setup and breakdown.
 - Work in an environment with moderate to loud noise level, extreme lighting changes, strobes & moving lights
 - May work in drastic temperature climates
 - Ability to work in a fast-paced, dynamic environment.
 - Appreciation for all cultures, music and art forms

Submit Resumes to: Careers@Gate52.com