

## Facilities Operations and Customer Service Manager - Job Posting

### VSO School of Music



Founded 12 years ago the VSO School of Music is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. With a mission to enrich lives through the joy of learning, playing and performing the world's great music, the VSO SoM develops experiences that are accessible to all, regardless of age, ability, playing level or economic circumstances; and by nurturing creative and engaged members of society through achievement in the musical arts. The school serves all ages and abilities, from newborns through those revisiting music in their later years, as well as providing training to Canada's upcoming generations of performing artists. The School is proud to offer individual or group instruction by members of the Vancouver Symphony and other high-quality music educators.

The School also features an acoustically isolated performance theatre (Pyatt Hall) and Reception space which sees a wide-range of arts, entertainment, and corporate groups utilizing the space for performances, recordings, and special events.

WEBSITE: <http://vsoschoolofmusic.ca>

### Vancouver Symphony Orchestra

Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the Music Director.

### **JOB DESCRIPTION:**

The VSO School of Music seeks an experienced and detail-oriented Facilities Operations and Customer Service Manager

The Facilities Operations and Customer Service Manager is responsible for the physical infrastructure of the facility including mechanical, security, and IT systems, as well as the operational aspects of the School including personnel, policies, procedures, and resource management.

## **Facility Management Responsibilities**

- Oversee the maintenance, repair, and replacement of all facility infrastructure and capitol assets throughout the school including HVAC, Plumbing, Electrical, Elevator Maintenance, AV Systems, IT technology, Appliances, and Amenities
- Manage and implement the safety and security measures of the school including Emergency Procedures, First Aid Stations, Emergency Training, Facility Access, Health & Safety, and Security Contacts
- Negotiate and oversee facility contracts and partnerships including the Service Level Agreement, IATSE, Commercial Parking, the Café Sub-Lease, Janitorial Services, Piano Tuning, and Alarm Monitoring
- Create and oversee the operating budgets and capital expenditures for facility operations and customer service staff
- Manage access to the VSO office by assigning staff keys and card access
- Coordinate with contractors for the VSO office to undergo the repair and maintenance of the offices including HVAC, Plumbing, and Electrical
- Administrate a municipal amenity agreement in partnership with the accountant/comptroller

## **Customer Service Management Responsibilities**

- Recruit, hire, administer and oversee the training and supervision of the Front Desk Attendant (FDA) Supervisor and customer service team
- Assume the responsibilities of the FDA Supervisor when position is vacant including submitting timesheets, managing the gift shop;
- Manage and organize office resources
- In partnership with the School Operations Manager, oversee the upkeep and maintenance of all school instruments and equipment
- In partnership with the Events Coordinator, assist with the planning, logistics and staffing of venue rentals and special events

## **Desired Qualifications**

- Degree or diploma in Facility Management or equivalent experience
- Minimum three to five years progressive Facility or Operations Management experience, with a focus on strong leadership and relationship building skills
- Ability to work independently with minimal supervision
- Ability to work proactively and juggle competing priorities, with multiple deadlines
- Negotiation skills
- Satisfactory Criminal Record Check
- First Aid Certificate

**Hours:** This is a full-time position, with the flexibility to work from home 1 day per week. A few times per year, this role is required to assist with activities that take place on evenings or weekends.

**Remuneration:** \$50,000 annually

**Start date:** October 24, or as soon as able.

**To Apply:** Please email your resume and cover letter to [jobs@vsoschoolofmusic.ca](mailto:jobs@vsoschoolofmusic.ca) by **Monday October 17th at 12PM Noon.**

Please include "Facilities" in the subject line. Applications will be considered on a rolling basis. The VSO thanks all applicants for their interest, only those applicants selected for an interview will be contacted.