

# JOB POSTING

**POSITION TITLE:** Director, Facilities & Venue Operations

**STATUS:** Full-time, exempt

**POSTING DATE:** Friday, June 20, 2025

**SALARY:** \$110,000 - \$120,000

## About Us

The Royal and McPherson Theatres Society (RMTS) has managed the Royal Theatre and the McPherson Playhouse for over four decades, providing service to over 200,000 patrons annually. We are the stewards of two landmark theatres in Greater Victoria and are key to the growth and development of the arts in the community.

We manage and operate the venues on behalf of the buildings' municipal owners and provide up-to-date facilities and services. We encourage community arts, promote quality programming, and maximize the use of the facilities. We are focused on the preservation of our two historic assets and provide a full complement of support services.

A people first organization, we value, "The People, The Place, The Experience".

The Royal and McPherson Theatres Society respectfully acknowledges that the McPherson Playhouse and the Royal Theatre are located on the traditional territories of the lək'wəŋən peoples, now known as the Songhees and Esquimalt Nations.

## Position Summary

The **Director, Facilities and Venue Operations** is a member of the leadership team, responsible for the sustainable management of the RMTS physical operations across all sites including the Royal Theatre, the McPherson Playhouse, and the administrative offices. This role oversees capital projects, maintenance, custodial, production and front-of-house operations.

This role is entrusted with ensuring that all venues operate safely, sustainably, and to a high standard of excellence, creating a positive experience for clients, patrons, and staff alike. The position is both operational and strategic, focused on the short- and long-term stewardship and advancement of our civic-owned assets.

This is a new senior management position that will grow and adapt as the RMTS continues to evolve.

## Key Responsibilities

- **Facilities Management:** Lead the maintenance and improvement of the Royal Theatre, the McPherson Playhouse, and the RMTS offices; including capital projects, preventative planning, maintenance and custodial services. Assists the Executive Director in short- and long-term strategies to achieve capital priorities and projects.
- **Budget Management:** Create and manage the budgets for facilities and venue operations, including business planning, reconciliation of expenses and forecasting.

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- **Project Management:** Serves as the in-house project manager for facilities capital replacement and improvement initiatives.
- **Team Leadership:** Leadership of the Venue Operations group, including the Production and Asset Manager (Technical Director), Front of House Manager and Custodian Supervisor.
- **Vendor and Partner Relations:** Manage relationships with external vendors and contractors to ensure quality service and timely delivery. Works closely with the Capital Regional District on facility projects and improvements.
- **Compliance, Safety & Security:** Ensure all facilities comply with health, safety, accessibility, and security regulations. Oversee and implement protocols that protect patrons, clients, performers, and staff, including life safety systems and emergency preparedness.
- **Patron & Client Experience:** Champion a culture of service excellence across all venue operations. Ensure safe, and seamless experiences for patrons, clients, and artists. Implement service standards, support staff training, and respond proactively to feedback.

### Qualifications

- Bachelor's degree in arts or facility management, or an industry related field.
- Minimum of 10 years of experience in senior arts or facility management, preferably in a performing arts venue.
- Strong leadership and organizational skills.
- Developed financial and granting skills.
- Excellent communication and interpersonal skills.
- Ability to manage multiple projects and deadlines.
- Knowledge of health, safety, and accessibility regulations.
- Project Management Certification is an asset.
- Experience in a Union environment is an asset.

### Benefits

- Comprehensive medical benefits plan
- Life insurance, 100% employer paid
- Municipal pension
- 15 Days vacation
- Up to 12 sick days per year
- Commuter allowance of \$200/month (taxable benefit)
- Work hours are flexible to meet the requirements of the position

RMTS is an equal opportunity employer committed to a safe, respectful, and inclusive workplace. We welcome applicants from all backgrounds and experiences.

**How to Apply** – Interested candidates should submit a cover letter and resume to [jjohnson@rmts.bc.ca](mailto:jjohnson@rmts.bc.ca)

**Posting Closes** – Friday July 4, 2025