



Office Services Manager, Building Services

As L.A.'s premiere performing arts destination, The Music Center convenes artists, communities, and ideas with the goal of deepening the cultural lives of every resident in Los Angeles County. The \$70 million non-profit performing arts organization has three divisions: TMC Arts, TMC Ops and TMC Business Services. TMC Arts, The Music Center's programming engine, provides year-round programming inside The Music Center's four theatres, which include Walt Disney Concert Hall, Dorothy Chandler Pavilion, Ahmanson Theatre and Mark Taper Forum; on Jerry Moss Plaza; outside at Gloria Molina Grand Park, a 12-acre adjacent green space; in schools and neighborhoods all over Los Angeles County; and on a digital platform called The Music Center Offstage. TMC Arts presents world-class dance with Gloria Kaufman Presents Dance at The Music Center, free and low-cost public concerts and events, as well as K–12 arts learning programs, workshops, performances, interactive experiences and special events. TMC Ops manages the theatres, the plaza and Grand Park, which comprise \$2 billion in county assets, on behalf of the County of Los Angeles. TMC Business Services includes Advancement, Human Resources, Finance, Tech Services, and Marketing and Communications. The Music Center is also home to four renowned resident companies—Center Theatre Group, Los Angeles Master Chorale, LA Opera and LA Phil.

Position Summary:

Reporting to the Director of Engineering, the Office Services Manager is responsible for office administration and management of the Building and Office Services department. Duties include, but are not limited to, auditing department weekly payroll; managing the acquisition of office machines and furniture; negotiating contracts and monitor service of equipment along with maintaining contract files and dealing with vendors and contractors; processing facility accident reports while working closely with internal security department, broker and insurance provider; managing the coordination of the mailroom delivery services including shipping and receiving, mailroom equipment, budget and contracts along with oversight of a staff of mailroom clerks; coordination and deployment of work orders to the Engineering/Building Services staff along with handling the billing and invoices of services rendered and related costs; working closely with outside vendors for company machine and equipment; working closely with the Music Center Operations team and its Resident Companies.

Key Responsibilities:

- Administer the procurement of the organization's office equipment leases and purchases such as copiers; office supplies and stationery for all departments.
- Direct Management of Mailroom staff, Office Coordinator and on-site Gardener.
- Arrange window covering replacement, furniture moves, upholstery, carpet repairs, installation, painting, electrical, upkeep, etc.
- Manage and oversee tenant building improvements and repairs for The Music Center, Gloria Molina Grand Park and resident companies requests for building maintenance services, office reconfigurations and securing appropriate vendors
- Assure all customer service requests and relative tenant facility requirements are implemented and completed
- Supervise and implement in house office tenant improvements/buildouts to include LA Opera, Master Chorale, LA Philharmonic and Center Theatre Group
- Prepare annual budgets for Building Services department
- Develop and manage project budgets; manage, update and keep current maintenance budgets and secure contracts
- Oversee the department's invoices
- Work directly with the Scheduling and Events and Production department to ensure the department provides necessary services for all events
- Oversee and schedule the summer maintenance program for all venues: window washing, wood dusting, wood floors, carpet, seat and chandelier cleaning, repairs and painting
- Oversee the vending machine operations throughout The Music Center
- Oversee The Music Center's Signage implementation – working with Marketing Dept.
- Oversee The Music Center's Green Team, recycle program and campus sustainability initiatives
- Oversee housekeeping, performing weekly walkthroughs and liaison between housekeeping vendor, employees and resident companies
- Oversee campus and Grand Park landscaping and performing quality control walkthroughs and work orders with contract vendor
- Review all contracts and request for proposal for outside vendors and contractors
- Oversee the Holiday Décor for The Music Center Campus
- Work evenings, weekends, and holidays as needed
- Other duties as assigned

Qualifications:

- 5 to 7 years progressive office management experience
- 3 years minimum building management experience
- Experience working in a union environment and contract negotiation skills a plus

- Strong administrative and accounting skills required
- Proficiency of Microsoft Office Suite
- Exceptional customer services skills
- Must be an effective communicator with ability to develop and maintain positive working relationships with all levels of staff and vendors
- Effective problem solver; good listener; diplomatic and tactful, must be able to work well with others while under pressure
- Strong work ethic and ability to maintain complete discretion

Vaccination Policy: The Music Center requires its employees to be vaccinated against COVID-19, subject to certain exemptions as required by law. New hires working at The Music Center must be fully vaccinated against COVID-19, receiving either the primary 2-dose or 1-dose vaccine. At the Music Center, fully vaccinated is defined as 14 days after receiving the second dose of the 2-dose vaccine (Pfizer or Moderna) or 14 days after receiving the 1-dose vaccine (J&J). Please contact The Music Center’s Human Resources Department for a copy of the vaccination policy.

Salary Range: \$68,500 - \$82,500 commensurate with experience.

This is a full-time, Exempt position.

The weekly administrative schedule is 35 hours per week, approximately 9 am – 5 pm Monday to Friday, with adjustments to accommodate special events and activities.

Compensation package includes medical, dental and vision plans, group term life insurance, flexible spending accounts, vacation and sick accruals, and 401(k) plan with employer match.

To apply please [click here](#).

Please submit a cover letter and resume. Incomplete submissions will not be considered.

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