



Seattle

GENERAL INFORMATION

Position Title: Operations Director

Job Status: Full-time - 10 months- Exempt

Reports To: Exec committee of Teatro ZinZanni, Inc.

Employer: TZZ LLC DBA Teatro ZinZanni

Start Date: July 1, 2025

Compensation: \$8,500 salary per month

POSITION SUMMARY:

Director of Operations:

The Operations Director manages the daily operational aspects of the theater ensuring smooth and efficient running of the venue. This will include oversight of the staff, budgets, schedules and technical aspects as well as ensuring the safety and quality of the performances and events as well and the customer service experience.

The Operations Director is responsible for maintaining and clarifying communications between all departments, which include marketing, F&B, production, and executive and administrative teams. In addition, this position supports the production installation prior to opening.

This will include management of the staff, budgets, schedules and technical aspects as well as ensuring the safety and quality of the performances and events as well the customer service experience.

The Operations Director position is an Executive leader of TZZ, LLC (dba Teatro ZinZanni). This position is responsible for developing and maintaining the Teatro ZinZanni vision in Seattle. The goal is to infuse the Teatro ZinZanni operational approach and to ensure that all operations onsite are complementary and consistent with the strategic financial goals of TZZ Inc. and customer service goals.

SHOW SUMMARY:

With a 26-year history behind it, Teatro ZinZanni in Seattle presents a full evening of entertainment, combining cirque artists, European cabaret, comedy, contortionists, jugglers and illusionists with live music and a gourmet multi-course meal.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

- **Leadership:** Sets agenda and leads meeting with department leaders on weekly basis financial and operational issues including:

- Leads and creates agenda for weekly departmental meeting and follows up on issues to solve issues.
 - Departments include: Marketing, Audience Services, Production, Food & Beverage, Administration.
- Monitors customer service and satisfaction
- Oversight of Show operations including:
 - Hiring and oversight of Production staff
 - Produces the production staff work schedules and subs in line with the budget
 - Oversight of production processes for sound, lights, rigging and backstage with the Stage Manager
 - Oversight and Management of the Production Department including the Stage Manager, Sound, Lights, Costumes, Props and Backstage management
 - Negotiates production vendor and union agreements with direction from Exec Committee
- General administrative responsibilities,
 - Monitors operational expense budgets on a regular basis
 - With onsite staff, maintain and activate a shared list of facility maintenance and office supplies and equipment repair and activates appropriately.
 - Acts as the liaison in problem solving for staff on admin. issues, HR, casting, marketing and sales and FOH.
- Direct responsibility for security and safety processes and systems.
 - Makes sure all emergency training takes place and that all information is disseminated and understood.
 - Manages security and safety for the venue and show.
- Facilities management.
 - Works with the main contact for facility on nightly operations, upgrades and processes
- Leads special events in collaboration with the TZ's site partners.
- All other duties as assigned.

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- High level of experience with theater operations, including technical aspects, staff management and budgeting.
- Strong organizational and communication skills, written and verbal
- Experience with budget management
- Operations experience in hospitality/Restaurant experienced highly considered
- Comfortable with budget management software and spreadsheets.
- Knowledge of
- Solution based mind set
- Ability to adapt to existing systems and to propose improved efficiencies.
- Consummate managerial skills with a track record of direct supervisory experience and the ability to achieve goals through leadership, communication, influence, and teamwork
- Ability to consistently implement several projects simultaneously in a fast-paced environment.

- Strong computer skills and working of operational software
- Anticipates project needs and proactively delivers
- Ability to meet deadlines and work well under pressure

OTHER

- Availability and willingness to work extended hours, including nights, weekends, as necessary.
- Able to project a positive attitude and work in collaboration with all departments
- Comfortable communicating with all varieties of staff
- Fosters trust and open/honest communication with the internal team and others

WORKING SCHEDULE/ENVIRONMENT

Works onsite at a seasonal theatrical site. Must be able to regularly speak and write in English; and talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Generally, works a five-day/evening on show nights Wed. through Sunday except during the installation period. The work week can include early mornings and/or late evenings and weekends based on the needs of the business. Additional hours may be required.

TZZ, LLC (hereinafter "Teatro ZinZanni" or "Company.") IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume in .pdf format to:

sea-production-jobs@zinzanni.com

Please title the email: Director of Operations - Last name, First name"