



Safety Manager

Seasonal / Part Time

Organizational Profile

Founded in 1938, Stern Grove Festival is an admission-free summer performing arts festival in San Francisco. Now entering its 84th season, the Festival draws 75,000 people during its ten-week series of world class performances in the outdoor setting of Sigmund Stern Grove. Past seasons have included performing artists from around the world, including San Francisco Symphony, Diana Krall, Los Lobos, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

Reporting Relationships

The Safety Manager reports directly to the Director of Operations. The following positions report to the Safety Manager: Area Leaders designated to the Safety Team. In addition, the Safety Manager works closely with the House Manager, Perimeter Manager, Head of Security, SF Police, SFRPD Park Rangers, and Operations Staff designated to the Safety Team, Security and Medical teams.

Position Description

Stern Grove Festival Safety Manager will assist the House Manager in recruiting and hiring Operations Staff that will be assigned to the Safety Team. On a weekly basis the Safety Manager will be responsible for scheduling and managing the Safety Team. This includes training staff on policies, procedures and overseeing all activities and services related to the safety and health of patrons, with a goal of creating a secure venue in which all audience and staff members can have a positive experience. The Safety Manager will oversee entrance setup, magnetometer and bag search, and perimeter monitoring. The Safety Manager will work with the House and Perimeter Managers to facilitate crowd management and control, response to patron health and safety requests and concerns, emergency response protocols, and any additional duties that pertain to the smooth functioning of the venue. The Safety Manager will also be responsible for assisting the Director of Operations in concert reporting.

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General Duties

- Assist in recruiting, hiring and scheduling of the Operations Staff assigned to the Safety Team
- Work with the Director of Operations to develop and execute Safety Team training on metal detecting wand, bag searches and perimeter monitoring
- Manage daily setup and strike of venue entrances, signage, and search queues
- Oversee patron ingress at venue entrances, search stations, permeate a positive and welcoming attitude and respond to issues that arise
- Ensure enforcement and compliance with all rules and regulations in the Grove, including enforcing the prohibited items and smoking rules
- Adhere to SGFA approved policies, protocols, and procedures to ensure high standards are upheld in regards to staff professionalism and performance
- Empower staff to articulate and embody the Festival's mission and be ambassadors to the public

Experience and Skills Required

- 3-5 years experience managing safety and security staff preferably in a large outdoor performance venue.
- Ability to coordinate multiple schedules, lists and reports in an organized and detailed fashion
- Excellent communication skills and collaborative work ethic
- Experience providing exemplary customer service and ability to handle stressful situations with diplomacy and tact
- Working knowledge of security standards, crowd control practices, crisis intervention, emergency procedures, and first aid
- Ability to judge rapidly changing conditions and make quick decisions while adhering to SGFA guidelines
- Ability to maintain self-assurance and level-headedness and know when to turn to a supervisor if you cannot perform the job duties
- Have a great sense of humor and maintain dedication to SGFA mission



Physical Requirements

- Able to lift/carry 50lbs
- Able to experience periods of extended standing, employees must be able to remain on their feet in a stationary position.
- Able to walk and climb considerable distances including on the hillside during the course of a work day.
- Grasp, lift, carry, push and pull heavy objects such as barricades, fencing, and carts.
- Stooping, crouching and kneeling is needed to place signage throughout the grove
- Listening and speaking ability is required. In a typical work day the employee will be interacting with large groups of people and they must have the ability to hear and clearly express their ideas with spoken words.

Work Environment / Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Occasionally sound levels may exceed 100 db. All efforts will be made to protect employee's hearing.

The above statements are intended to describe the general nature and level of work performed by the incumbent in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills.

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Locations

- 1) Work from Home: Zoom video conferences as needed
- 2) Venue: Sigmund Stern Grove, 19th Avenue and Sloat Boulevard, San Francisco CA 94132
- 3) SGFA Office: 832 Folsom Street Suite 1000, San Francisco, CA 94107

Work Period and Hours

- Must be available Saturday afternoons June 19 and June 26, 2021
- Must be available every Sunday from June 6 - August 29th, 2021 (except Aug 22)
- **8 hours** season advancement per week from April - May
- **16 hours** weekly advance and onsite venue work from June - August

Compensation

Commensurate with experience.

Note on COVID-19 Pandemic

For the protection of its employees and patrons, Stern Grove Festival Association may require its employees to wear masks and to provide proof of vaccination or a recent, negative, COVID-19 test as a condition of employment. Your continued participation in this recruitment affirms that you are aware and agree with this notice.

How to Apply

[CLICK HERE](#)

Email:

If you have any questions, please email jobs@sterngrove.org

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