

# Production Manager - Regional Events

**DEPARTMENT**

Regional Events Department

**REPORTS TO**

Director, Regional Events

**OVERALL RESPONSIBILITY**

The Production Manager is responsible for leading the planning and execution of live events, serving as the primary liaison between the client and the production team. This role works closely with clients to gather and refine all technical and logistical details, ensuring every aspect of the event is clearly defined and properly resourced.

As a leader, the Production Manager sets the tone for professionalism, accountability, and performance across all stages of production. They are responsible for guiding cross-functional teams, making informed decisions under pressure, and ensuring alignment between company standards and on-site execution.

The Production Manager oversees on-site operations, directs and supports the crew, and ensures all elements of the production are delivered safely, efficiently, and to the highest standard. From pre-production through show execution, this role is accountable for maintaining clear communication, solving problems in real time, and delivering a seamless event experience.

**EXPECTATIONS:**

- 40-50 hours per week (varies depending on the week)
- Total of 80 hours over two weeks
- This is a hybrid role that includes office, warehouse, and in-field work
- approximately 60% of time in the field, 30% in the office performing show advance work, and 10% in the warehouse executing and overseeing show build and prep.
- Arrange lieu time with the staffing coordinator to take days off if you go over your expected hours over two weeks
- Occasionally receive after-hours calls

**PRIMARY RESPONSIBILITIES:**

**LEADERSHIP & TEAM DEVELOPMENT**

- Provide clear leadership to crew and internal teams, setting expectations for performance, professionalism, and accountability
- Lead by example in attitude, work ethic, and communication

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- Build trust and credibility with both clients and team members
- Mentor and support the development of junior staff and freelancers
- Foster a collaborative, respectful, and solutions-focused work environment
- Make decisive, informed decisions in high-pressure situations
- Identify team strengths and delegate responsibilities effectively
- Address performance issues constructively and escalate when necessary

## CLIENT & PRE-PRODUCTION COORDINATION

- Act as the primary point of contact for clients throughout the planning process
- Gather, review, and clarify all event details including schedules, technical requirements, and expectations
- Translate client needs into clear, actionable production plans
- Review drawings, specs, and input lists (audio, video, lighting, rigging, staging, etc.)
- Identify potential challenges early and propose solutions
- Ensure all required equipment and support items are accounted for
- Collaborate with internal departments to align resources and timelines

## PLANNING & DOCUMENTATION

- Build and maintain detailed production schedules and run-of-show documents
- Create or oversee system layouts, signal flow, and infrastructure planning
- Confirm crew requirements and skillsets needed for each event
- Ensure all documentation is accurate, up-to-date, and distributed to relevant stakeholders
- Manage revisions and communicate changes clearly and promptly

## CREW MANAGEMENT

- Lead, direct, and support on-site crew during load-in, show execution, and load-out
- Assign tasks and ensure the crew understand expectations and timelines
- Foster a positive, professional work environment and maintain team morale
- Monitor performance and provide real-time feedback as needed
- Ensure proper staffing levels are maintained throughout the event

## ON-SITE EXECUTION

- Oversee all aspects of show setup to ensure alignment with the plan
- Act as the central decision-maker on-site for production-related matters
- Coordinate across departments to ensure seamless integration of all elements

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- Maintain show timelines and adapt to changes as they arise
- Troubleshoot and resolve technical or logistical issues quickly and effectively
- Ensure the event is delivered to the highest standard of quality

## CLIENT EXPERIENCE

- Maintain strong, professional communication with clients on-site
- Manage expectations and provide updates throughout the event
- Handle client concerns or last-minute requests with a solutions-focused approach
- Ensure overall client satisfaction from load-in through completion

## SAFETY & COMPLIANCE

- Enforce all company and site-specific safety policies and procedures
- Ensure the crew are working safely and using proper equipment
- Identify and mitigate risks in real time
- Maintain a safe working environment for staff, clients, and vendors

## POST-EVENT RESPONSIBILITIES

- Oversee efficient and organized load-out and return of equipment
- Ensure all gear is accounted for and properly handled
- Conduct post-event debriefs to review successes and areas for improvement
- Provide feedback to internal teams to support continuous improvement

## GENERAL RESPONSIBILITIES

- Represent the company professionally at all times
- Contribute to process improvements and operational efficiency
- Support training and mentorship of junior staff when needed
- Maintain flexibility to support a variety of event types, schedules, and environments

## COMPENSATION

- Salary range of \$65,000 - \$80,000 depending on experience
- Vacation time is earned at 4% (2 weeks after first year is completed)
- Soundbox to cover costs and add the employee's cell phone to the company plan
- After a 3-month probationary period, the employee will be added to the Soundbox benefits package

To apply, please submit your resume and any supporting documents to [resumes@soundboxpro.com](mailto:resumes@soundboxpro.com).