

JOB POSTING

Production Manager - Regional Events

DEPARTMENT

Regional Events

REPORTS TO

Nathan Kordyjaka - Director of 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 a two week period
- This is a hybrid role that includes office/remote, warehouse, and in-field work
- approximately 60% of time in the field, 30% in the office/remote performing show advance work, and 10% in the warehouse executing and overseeing show build and prep.
- Arrange lieu time with Director/management approval to take days off if you go over your 80 hours in a two week period
- 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
- Develop a talent pipeline of future Production Managers
- 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

- Support and advise Account Managers during the quoting process where necessary
- Work within the budgetary limitations of confirmed events
- 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
- Build & review plots, 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
- Assist and/or monitor the advancement of smaller events that you will not be on-site for

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

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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
- 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

QUALIFICATIONS

- Minimum 5 years of experience in live event production, preferably within a professional AV, event production, or rental environment.

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- Strong working knowledge of professional audio, lighting, video, staging, rigging, and show-control systems, with advanced expertise in at least one technical discipline.
- Proven ability to advance live events from initial client requirements through on-site execution, including reviewing technical specifications, schedules, drawings, equipment requirements, and crew needs.
- Ability to read, interpret, and review production drawings, stage plots, signal flow diagrams, input lists, patch sheets, rigging plans, and technical riders.
- Experience creating and managing production schedules, run-of-show documents, crew calls, technical documentation, and event plans.
- Strong understanding of event production workflows, including equipment preparation, load-in, setup, rehearsals, show operation, load-out, and equipment return.
- Demonstrated experience leading crews and coordinating multiple technical departments during complex live events.
- Strong client-facing skills with the ability to communicate confidently and professionally with event planners, venues, vendors, technical teams, and other stakeholders.
- Excellent organizational and advance-planning skills, with the ability to manage multiple events, deadlines, priorities, and changing requirements simultaneously.
- Proven ability to make sound decisions and troubleshoot technical and logistical problems under pressure.
- Strong understanding of production budgeting and resource management, with the ability to execute events within established budgets and equipment allocations.
- Strong computer skills and comfort working with event production, inventory, scheduling, drawing, and documentation software. Experience with Flex Rental Solutions is considered an asset.
- Knowledge of applicable health and safety requirements and safe working practices within live event and entertainment environments.
- Working knowledge of rigging safety, electrical distribution, working at heights, and temporary event infrastructure is considered an asset.
- Valid G-class driver's licence with a clean driving record.
- Ability to perform the physical requirements of live event production, including working on active show sites and assisting with equipment setup and teardown when required.
- Ability and willingness to work a flexible schedule, including evenings, weekends, early mornings, extended show days, and occasional after-hours support.
- Demonstrated ability to mentor and develop junior technicians, freelancers, and emerging Production Managers.
- Strong interpersonal skills with a professional, collaborative, accountable, and solutions-focused approach.

To apply, please submit your resume and any supporting documents to resumes@soundboxpro.com.