GINA GIBNEY DANCE, INC.
CENTER RENTALS MANAGER

INCUMBENT: NEW HIRE

Gibney’s mission is to tap into the vast potential of movement, creativity, and performance to effect social change and personal transformation. Gibney’s vision is to bring together communities working at the intersection of art and social justice to build momentum and catalyze action beyond the studio and stage.

Gibney is a dance company, a performing arts hub, and a social action incubator located in New York City. Our artistically acclaimed and socially active Company of Artistic Associates performs works by renowned and rising contemporary choreographers. Gibney’s Community initiatives use art to prevent and move beyond violence 365 days a year. We are the steward of two beautiful locations comprising a vibrant performing art Center. Through expansive programming, we push boundaries, address pressing issues, lift voices, and mobilize the power of movement to transform lives and, in turn, change the world.

Gibney embodies …

Respect – we are considerate, thoughtful, and act with integrity.
Advocacy – we are supportive, principled, and catalytic.
Responsibility – we are collaborative, responsive, and dedicated to sustainable change.
Action – we are resourceful, proactive, enterprising, and resilient.
Equity – we are inclusive and committed to justice, anti-racism, anti-oppression, and diversity.

These values are intrinsic to Gibney and guide how we work and interact with our core communities.

POSITION SUMMARY

Gibney’s Center is a premiere creative hub for the New York City dance community. The Center Rentals Team’s primary focus is to provide affordable “ready-to-work” space for artists to actively create and rehearse, while achieving robust earned income goals. The Center Rentals Manager (CRM) works in support of the Director of Center Rentals to maintain a robust rental schedule and is an integral team member in providing excellent customer service support to our non-profit and commercial renters, while working toward an annual rentals revenue goal of $2.5M+ to fund Gibney’s mission.

As such, the CRM works to advance Gibney as part of a coordinated Rentals Team. Reporting to the Director of Center Rentals, the CRM is an on-site, non-exempt, full-time position, with a 40
hour/week expectation spread over five 8-hour shifts, Tuesday-Saturday, including some evenings.

This position requires an on-site presence at Gibney Center, including 890 Broadway and 280 Broadway, in lower Manhattan. Further, all individuals must be fully vaccinated, including a booster, to enter Gibney Center, as detailed in Gibney Vaccination Policy.

This policy requires that all individuals entering Gibney Center, including employees, must: (1) be fully vaccinated (i.e., two weeks following receiving both doses of a two-dose vaccine or a single dose of a one-dose vaccine) with a COVID-19 vaccine authorized for emergency use by the FDA or WHO, and (2) provide Gibney with such proof of vaccination (acceptable forms of proof are identified in the Key to NYC guidelines) in order for Gibney to execute an employment contract. Please find Gibney’s Full Reopening Plan, including our Vaccination Policy, on our website.

RESPONSIBILITIES

NON-PROFIT & SPECIALTY RENTAL MANAGEMENT

- Manages all aspects of the studio rental booking process at Gibney’s 890 Broadway and 280 Broadway locations
- Assumes primary responsibility of booking specialty rentals for for-profit and non-profit photoshoots, videoshoots, and POP showings
- Creates rental agreements and maintains thorough archiving processes for contracts
- Creates invoices and tracks payments for all contracted specialty rentals
- Maintains efficient systems to ensure a smooth booking process for renters
- Ensures that renters are booking studios that adhere to the appropriate occupancy numbers and shoe policies for each studio
- Develops knowledge about all studios (i.e. floor type, size, rates, etc.) to assist renters with their studio specific questions
- Fields email inquiries and questions from renters on how to rent space at Gibney and navigate the online booking platform, in collaboration with other Rental team members
- Serves as the main point of contact for the rentals team on Saturdays for any weekend or day of specialty rental inquiries
- Supports the Rentals Team in the daily review and approval of all online NPDR rental requests via Salesforce, applying subsidized rates when applicable
- Co-leads projects with other rental team members as the need arises
- Considers new ways to increase revenue and maximize studio utilization
- Delivers and follows up on tasks and projects assigned by the Director of Center Rentals (DCR)
SALESFORCE AND CRM DATABASE
- Manages the creation of all monthly studio slots in the rental calendar to open up studio availability for non-profit rehearsal renters to book
- Reviews the studio calendar biweekly to ensure accuracy with booked rentals and open availability
- Manages Gibney Center closures in Salesforce to block off studio availability for holidays or unforeseen circumstances
- Manages projects that maintain accuracy for all information on rental accounts and contacts in the CRM database
- Creates and maintains all updates to Gibney’s Rental Salesforce training documents

CENTER CULTURE AND RELATIONSHIP BUILDING
- Cultivates strong relationships with renters and members of the dance community
- Upholds and maintains Gibney’s values when working with clients, ensuring that all clients are treated with respect and are simultaneously respecting our values
- Provides timely feedback when renters are not complying with Gibney Center protocols, safety guidelines, Code of Conduct, and other rental agreements
- Clarifies and enforces Gibney’s current, COVID-19 safety protocols and processes.
- Strives to consistently offer outstanding, friendly, and responsive customer service to all artists, renters, and community members
- Strives to accommodate the creative needs of clients through operational solutions
- Explores and innovates new ways to make Gibney’s studio offerings known to the field
- Assists the Director of Center Rentals with site visits for specialty rentals as needed
- Manages and maintains Gibney’s current, rental Community Feedback Form
- Attends and participates in all weekly Rentals team meetings

OTHER
Gibney is a growing organization and employees are often called upon to perform other duties that are essential to accomplish organizational goals and meet important deadlines. This kind of work should only be disseminated by the direct supervisor of that staff member and include relocating their original work for that time frame.

NONPROFIT EMPLOYMENT CONSIDERATION
Gibney is a mission-based nonprofit performing arts organization. Working in this sector can be personally rewarding with intrinsic benefits and distinct opportunities for growth. However, the compensation will never match that of the private sector or more highly resourced art forms. Candidates for employment are advised to carefully consider their decision to work in this field before seeking or accepting employment at Gibney.
EQUAL OPPORTUNITY STATEMENT
Gibney provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type because of race, color, religion, sex, sexual orientation, gender identity or expression, the status of being transgender, age, national origin, marital status, citizenship or veteran status, disability, or any other characteristic protected by law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Gibney is strongly committed to providing reasonable accommodations of disabilities during the application and hiring process. If required, please contact Senior Manager of Human Resource, Mario Alberto Flores at mario@gibneydance.org.

QUALIFICATIONS
The model CRM candidate will possess the following experience and qualifications:
• Associate's or bachelor's degree in a related field, and/or related experience
• Knowledge of, and interest in, the performing arts, social justice, and Gibney’s mission
• Proven organizational, multitasking, and project management skills
• Clear verbal and written communications skills
• Excellent time management skills
• Strong attention to detail
• Ability to work independently within a team environment
• Customer service experience and/or the ability to respectfully handle public requests/concerns
• Proficiency in Microsoft Office and database experience (Salesforce experience a plus).

APPLICATION INSTRUCTIONS
To be considered for the position, please submit your application to:

Mariana Kao, Director of Center Rentals
mariana@gibneydance.org

Your application should include a resume and cover letter. Please note that the general salary range for this position is $40,000-$50,000, exceptionally qualified candidates will be considered at levels commensurate with their experience.

All expressions of interest and conversations will be held in the strictest confidence; references will not be contacted without the candidate’s permission. Incomplete submissions will not be considered nor will submissions sent via postal mail, fax, or phone.