

## **PERFORMING ARTS SERVICE COORDINATOR**

### **BASIC FUNCTION:**

Under the direction of the Technical Director, this position is responsible for coordinating and planning the day-to-day operations of the Performing Arts Center related to box office and ticketing functions, front of house services; performs sales and accounting functions related to concessions and merchandise; oversees event staffing and training of ushers, box office, concessions and merchandise personnel; maintains inventory, reconciles sales receipts and maintains related records; serves as a liaison to community groups, rental groups, staff, students and other clients.

### **REPRESENTATIVE DUTIES:**

- Oversees, coordinates and participates in front of house services and activities including all box office and event ticketing functions. E
- Monitors ticket sales and maintenance of ticketing system; tracks and reconciles ticket stock inventory. E
- Serves as the first contact for all clients; provides information about and tours of the Performing Arts Center; interprets and applies regulations, policies, procedures. E
- Oversees the recruitment and selection of front of house staff; provides work direction, and training, including safety training, customer service techniques, emergency procedures and training related to computer systems and software. E
- Oversees concession and merchandise operations including purchasing supplies and inventory; maintains and monitors inventory; ensures compliance with applicable health codes including food handling; ensures proper cash handling procedures are followed. E
- Maintains accurate financial and accounting records and archives for box office, concessions, and merchandise sales; prepares related reports and provides information to authorized individuals. E
- Develops and maintains a social media presence for the Performing Arts Center. E
- Assists in the monitoring of the Performing Arts Center by user groups to ensure a safe environment; assists in enforcing rules of facility use and participant conduct. E
- Attends and participates in meetings relating to the Performing Arts Center; maintains current knowledge of trends and innovations in box office operations and services. E

- Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge and Skills:** Knowledge of principles and methods, equipment and materials used to deliver service requirements for a variety of events; event layout and floor space planning; parking, food and beverage concession operations; laws and regulations governing public assembly facilities and entertainment facilities including fire and safety laws, Cal OSHA regulations, ADA provisions, health codes and applicable local, state and federal regulations and laws; principles and practices of supervision and training; organizational and time management skills; principles and practices of effective crowd control, security, safety and risk management practices; principles of facility marketing techniques, public relations, facility rates, fees and related procedures; educational goals and objectives related to performing arts for students; computer and related software and other modern office equipment; customer service principles and techniques; record keeping techniques, including financial record-keeping and budgeting procedures; proper English usage, grammar, spelling, punctuation and vocabulary; effective oral and written communication skills

**Abilities:** Ability to oversee theater operations including staffing; ticketing; house management; usher training; read, understand, and interpret building, event and equipment blueprints; analyze administrative problems and issues and develop an effective course of action to resolve; plan, coordinate and oversee multiple projects and activities with various schedules and timelines; interpret, explain and apply policies, rules and District facility and procedural guidelines; communicate effectively both orally and in writing with administrators, staff, students, parents, and the community; instruct, plan, assign, direct, review and evaluate the work of assigned staff and student assistants; operate a computer and other modern office equipment; participate in planning meetings and serve as FOH consultant for productions and events; make accurate arithmetic calculations; work effectively and independently under general supervision; maintain and prepare accurate records and reports; meet strict deadlines

## **EDUCATION AND EXPERIENCE:**

- High School diploma or recognized equivalent supplemented by coursework, training or certification in closely related field.
- Four years of experience in theater front of house operations, including at least one year of supervisory experience.
- Any combination of education, experience and training to demonstrate possession of the knowledge, skills and abilities required to perform the duties.

## **WORKING CONDITIONS:**

### **Environment**

Work is performed both inside and outside in seasonal climate and weather conditions; exposure to loud noise levels, cold and hot temperatures, mechanical and/or electrical hazards, dust, fumes and allergins; interaction with the public.

Weekend, holiday, and irregular work hours are required.

### **Physical Abilities**

Dexterity of hands and fingers to operate a computer and other office equipment, theater equipment and tools; hearing and speech to communicate in person and over a telephone; vision to read printed materials; sitting or standing for extended periods of time; lifting, carrying, pushing or pulling heavy objects; walking over rough or uneven surfaces; reaching overhead, above the shoulders and horizontally; bending at the waist; kneeling, crouching, stooping and/or crawling; heavy physical labor may include lifting objects weighing up to 50 pounds; climbing ladders and flights of stairs.