

Job Title: Venue & Hospitality Coordinator

Employment Status: Regular FT, Non-exempt status

Working Hours: shifts will vary; requires sharing evening and weekend shifts each week with 5 other regular FT employees

Number of Direct Reports: 8-10 PT front-of-house employees

Date job description was created/revised: July 2017

The New Hazlett Theater is a non-profit performing arts venue, with a mission to provide a nurturing, collaborative environment for artists, leveraging people, space and technology to create and present challenging and dynamic art. Events include theater, dance, performance art, music, spoken word performances, and community events, among other programming options. Theater offerings appeal to children, families, and adult audiences. We welcome approximately 26,000 guests each year.

GENERAL OVERVIEW

This position is responsible for all day-to-day operations associated with the New Hazlett Theater, including management of front-of-house staff and special event planning and execution. This position also provides support in executing Theater fundraising events.

Essential Duties & Responsibilities:

- As a manager of front-of-house (FOH) staff, performs management responsibilities to include, but not limited to: hiring and termination decisions, coaching and development, rewards and recognition, performance management and staff productivity. Plans, organizes, staffs, directs and controls the day-to-day activities of the part-time FOH staff.
- Serves as the theater's Accessibility Coordinator, making sure our facilities, equipment and procedures are up to date, and creating accessibility best practices for our clients.
- Recruits, trains and schedules volunteer staff of approximately 50.
- Special events responsibilities will include beginning-to-end planning/coordinating with clients and serving as a liaison between clients and staff regarding events and operations. This could include client scheduling, coordinating deliveries, staffing, and communicating technical needs. Strong communication to technical staff is critical.
- Must attend all special events to monitor delivery of labor and equipment, coordinate setup, and troubleshoot during events. Collaborates and coordinates with all staff to ensure exemplary customer service, striving to improve service and quality.
- Monitors adherence to plans to guarantee events are completed on schedule and within budget
- Bar management responsibilities will also require managing and maintaining bar inventories, and monthly bar inventory audits. This will require ordering and picking up all bar supplies to maintain appropriate supply levels for both the concession stand and bar.
- Oversees contracted labor (e.g. cleaning service, snow removal), which includes scheduling and day-to-day supervision. Maintains inventories for all FOH supplies.
- Miscellaneous work with other vendors (e.g. water delivery, waste removal, etc.) as necessary.
- Schedules parking availability with neighborhood partners.
- Provides rental clients with user support for computer-based box office services.
- Manages the bar bank and appropriate change, preparing nightly bar deposits (cash and credit card), and managing box office and financial reporting for self-produced events.

JOB REQUIREMENTS

Educational Requirements:

- Minimum Education Required: High School Diploma
- Preferred Education: Bachelor's Degree

Experience:

Minimum Experience:

- 2-4 years work experience in the hospitality industry, including supervisory experience

Preferred Experience:

- work experience in special event planning/execution
- managed a team of five or more employees
- knowledge of performing arts procedures and practices

Knowledge, Skills & Abilities:

- Strong organizational and time management skills with the ability to multitask and reprioritize
- Strong interpersonal and collaborative skills
- Ability to communicate with a broad range of individuals
- Ability to quickly identify and provide recommendations on issues
- Highly motivated and calm under pressure

Language Requirements, other than English: Not Applicable

Licenses or Certifications: valid PA driver's license

Travel Requirements: can provide own vehicle

Physical, mental demands and working conditions:

The New Hazlett Theater is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Employment may be contingent upon your successful completion of a professional, educational and criminal background check. At the time of employment, you must also present documentation indicating that you are legally authorized to work in the United States.

TO APPLY: Send resume with cover letter, salary history, and three professional references to Jenn Bonfili via email to jenn@newhazletttheater.org. No phone calls please. No relocation expenses provided.

Compensation: \$30,000-\$35,000 plus a comprehensive benefit plan offering health and vision insurance, disability insurance, life insurance, and paid time off.