



## PATRON SERVICES COORDINATOR

Passionate about the arts in our community? Looking to make a change and a difference? We're looking for someone like you. Our Patron Services Coordinator is responsible for establishing a welcoming experience for audience members and clients by creating a professional, hospitable and safe environment during all events. They are responsible for ensuring facility and staff readiness for events; implementing house policies and procedures and ensuring they're followed; recruiting, training, scheduling and supervising paid and volunteer audience services staff; and maintaining a high quality, patron-focused environment. They are responsible for guest services during events and serve as a resource for and liaison between internal staff and clients regarding the public-facing spaces in the facility. The Patron Services Coordinator and their staff are tasked with providing extreme customer service to the theater's patrons, partners and clients.

New Hazlett employees must embrace the theater's mission and its goal to respect and present diverse artists and ideas. We are committed to eliminating bias with regard to race, sex, gender expression, sexual orientation, ability, heritage, culture, religion and tradition, both on stage and off. Our staff must work to further this commitment, and will help interrupt behaviors that impede our DEAI efforts.

### **Essential Duties & Responsibilities:**

#### **Front of House Operations:**

- Act as lead New Hazlett team member at performances and events, taking leadership responsibility for front of house functions and supervision.
- Manage the operations of the front of house staff including house managers, security personnel, bartenders, ushers and other volunteers. Duties include but are not limited to hiring and termination decisions, coaching and development, recognition and productivity.
- Communicate and implement front of house procedures. Train part-time front of house staff, volunteers and clients on basic roles and responsibilities, safety and evacuation procedures, industry practices and venue operating policies. Ensure that all front of house staff receive CPR, First-aid, and RAMP training.
- Provide relevant and updated operating procedures and training manuals for house management staff including pre- and post-event checklists and money management forms and procedures.
- Act as bar and concessions manager, which includes selecting product, designing bar menus for special events and performances, ordering and executing pickup and delivery of products and supplies to maintain appropriate levels for all events, and maintaining all front of house, bar and concession inventories.
- Ensure that all public- and client-facing spaces including lobby and lobby doors, restrooms, theater house, light locks, greenroom, rehearsal room and dressing rooms are clean, safe, stocked and properly prepared with signage prior to opening public spaces, and are maintained during performances.
- Problem-solve with staff, clients and patrons regarding any issues with front of house experiences before, during and after events.
- Attend all weddings, corporate, and other special events to monitor execution of labor and equipment. Coordinate and troubleshoot during the event and manage part-time front of house staff.

- Collaborate with Production, Programming and Development staff to ensure that all event logistics are properly coordinated, and exemplary customer service is provided. Provide support for box office during scheduled hours.
- Serve as the theater's Accessibility Coordinator, making sure the facilities, equipment and procedures are up to date, creating accessibility best practices for our patrons, partners and clients.

### **Administrative**

- Schedule front of house staff and ushers for event duty and ensure payroll expenses are allocated appropriately for all events.
- Distribute all event-related information to staff and ushers in a timely manner.
- Maintain accurate and up-to-date contact information for all active ushers and part-time front of house staff. Responsible for all direct communication with front of house staff and volunteers.
- Maintain all FOH reporting, including house management reports, attendance tracking, inventory reporting, reconciliation from bar and box office activities and strike checklist. Approve FOH staff timecards.
- Conduct monthly bar and concessions inventory audits and adhere to and monitor the budget for front of house inventories.
- Manage budgets for front of house staffing.
- Communicate with neighborhood partners to schedule parking. Coordinate event schedules with other building tenants and community event organizers.
- Attend weekly staff meetings; conduct regularly scheduled staff and usher meetings and trainings.

Our job descriptions are general overviews. If you feel passionate about the arts and believe that you have the skills to contribute to the growth of our organization, we want to hear from you.

## **JOB REQUIREMENTS**

### **Educational Requirements:**

- High School Diploma or Equivalent

### **Experience:**

Minimum Experience:

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

Preferred Experience:

- Work experience in 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
- Math skills sufficient to reconcile bar and box office and complete closing reports
- Ability to quickly identify and provide recommendations on issues
- Highly motivated and calm under pressure

**NOTE: Full Covid-19 vaccination is required, barring a legal exemption**

**Language Requirements, other than English:** Not Applicable

**Licenses or Certifications:** RAMP certification will be required. CPR / First Aid training will be provided annually.

**Travel Requirements:** Access to reliable transportation required

**Physical, mental demands and working conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position frequently requires the employee to communicate well with others both inside and outside the theater (e.g., in person, via telephone, via email).
- An employee in this position also works in an office environment. Office equipment will be operated as part of this job.
- The employee must be able to understand and solve problems, multi-task, prioritize, and meet multiple individuals to complete essential tasks.
- An employee in this position is frequently required to lift and carry up to 25 lbs., stock product on shelving, move throughout the workplace, shovel or sweep indoors and out and climb stairs.
- This position will be required to perform basic interim cleaning as needed (sweeping, laundry, shoveling, etc.)

**Number of Direct Reports:** 8 – 10 rotating part-time front of house staff and approximately 50 volunteer ushers.

**Compensation:** Compensation for this full-time, non-exempt position is \$17.00 - \$18.00/hour plus a comprehensive benefit plan, offering health and vision insurance, disability insurance, life insurance and paid time off.

The New Hazlett Theater is proud to be an Equal Opportunity Employer, and we encourage people from underrepresented backgrounds to apply. We do not discriminate on the basis of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable.

Employment is 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 to [rconrad@newhazletttheater.org](mailto:rconrad@newhazletttheater.org). There is no deadline to apply. No phone calls please.