



## Job Description

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<b>Job Title:</b>	Theater Events Coordinator	<b>Grade:</b>	Rate Schedule
<b>Department:</b>	Performance Facilities	<b>FLSA:</b>	Non-Exempt

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*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

### **General Function:**

To lead and manage an event with specific oversight of the Venue's Front of House and Back of House Operations.

### **Characteristic Duties and Responsibilities:**

1. Must be familiar with Venue Health & Safety policies and Evacuation procedures. Assist staff, clients and patrons on emergency procedures.
2. Coordinate activities with regard to various people and departments including: Client representative, box office, technical staff, custodial, front of house staff, and facilities and other campus appropriate staff.
3. Review and interprets clients' needs. Continuously evaluates best use of facility based on client and patron needs both front and back of house during event. Proactively seeks to improve experiences for both clients and patrons.
4. Act as Client Relations during occupancy time, ensuring that their needs are met with respect to the building and a customer contact during performances, dealing with complaints and enquiries
5. Assists in Front of House activities, ensure that the House Manager has a break and can spell the ushers for breaks, ensuring that there is always adequate cover and that breaks are not taken at busy times.
6. Liaise with other departments, overseeing and supporting employees and outside organizations to ensure the smooth running of each event.
7. Report any areas which require additional custodial or maintenance attention.
8. Performs other duties as assigned.

### **Reporting Relationships:**

**Direction Received:** Receives direct supervision for the Director of Operations

**Direction Given:** No authority or responsibility for the supervision of others, project direction, or program management



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### **Minimum Requirements:**

Associates degree from an accredited college or university in Management, Marketing, Finance or closely related field and two years of experience in hospitality, retail customer service or travel industry, conference and event planning preferred

### **Knowledge, Skills, Abilities and Worker Characteristics:**

Excellent written and oral communications skills

Strong listening and questioning skills

Ability to make sales presentations

Excellent organizational and follow-up skills

Ability to manage multiple tasks simultaneously

### **Working Conditions:**

Typical office environment