

EDMONDS CENTER FOR THE ARTS

Announces the following

EMPLOYMENT OPPORTUNITY:

POSITION: Patron Service/ Event Manager
CLOSES: Open Until Filled
EMPLOYMENT STATUS: Part Time
STARTING SALARY & BENEFITS: DOE and Classification
REPORTS TO: Director of Patron Services



JOB SUMMARY:

The Patron Service/Event Manager is responsible for assisting the Director of Patron Services in providing the center's audience members and clients with a superior customer service experience. The Patron Service Manager will supervise and schedule staff, manage events and event staff, oversee and assist in the management and improvement of retail sales, and assist in managing, assisting, and training volunteer staffers. Patron Service Managers setup for upcoming events, and work with artists, rental clients, and audience members during those events. Strong organizational and communication skills are essential and required. A friendly, positive, and helpful attitude toward fellow staff members, volunteers, clients and audience members is critical to this position. This position will incorporate some regularly scheduled work days with a variable schedule of event work days and evenings. It requires work that will include evenings and weekends, and an irregular schedule to accommodate our event schedule. It will also require movement of event equipment related to event setup and breakdown. This position presents an outstanding opportunity for the right individual to progress into a greater role within our organization.

ESSENTIAL JOB FUNCTIONS:

Event Management

- Assist the DPS in Developing, nurturing, managing, and training a team of event managers and volunteer staffers.
- Under the direction of the DPS, assign and schedule regular and volunteer staff for all ECA performances and events.
- Assist in implementing, monitoring, and updating emergency procedures as required, and ensure that each staff member and volunteer is properly trained to manage emergencies.
- Manage front-of-house operations for ECA presentations, rental events, meetings, and a variety of other events.
- Ensure that an outstanding level of customer service is maintained by paid staff and volunteers for all events.
- Setup and breakdown of tables, chairs and other equipment for events, as well as regular lifting, carrying, and setup of a variety of items of varying sizes and weights.
- Applicant must be able to operate equipment related to retail and theatre operations such as electronic cash registers, credit card terminals, and ticket scanning equipment, and will also be computer literate. Must have an understanding of outlook, word, and excel.
- The successful applicant will be able to perform accurate cash handling and book keeping operations related to the above mentioned activities, and successfully pass a Washington State Patrol background check. The applicant will also be responsible for those activities as they relate to the event managers he/she will supervise.

Special Events and Meetings

- In partnership with ECA administrative staff and technical crew, help to coordinate, set up, serve and break-down for all meetings and events taking place in ECA's theatre, lobby, and other event and meeting spaces.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong planning, organizational, and multi tasking skills, and strong attention to detail.
- Excellent customer service skills.
- Excellent management and interpersonal skills, and a friendly and welcoming demeanor.
- Must conform to ECA's established dress code for this position. A positive appearance is a very important aspect of this position.
- Flexible schedule and the ability to work all hours as needed including evenings and weekends, reliable transportation, and a current Washington State drivers license.
- Ability to work independently as well as in a collaborative environment is extremely important.
- Ability to stand for prolonged periods, and the ability to regularly lift and setup chairs, tables, and other event related materials. **(Position can be physically demanding. Employee must be able to lift 30 -40 lbs. on a regular basis).**

EDUCATION AND EXPERIENCE:

Minimum two years progressive experience in a theatre environment (preferably in House Management) **or** related service industry experience preferred. Previous management experience is also preferred. Applicant may be able to substitute relevant educational experience and/or college degree for some of the above.

WORKING CONDITIONS:

Position will require some weekday, evening and weekend hours and require the ability to regularly setup tables, chairs, and related equipment. This is a public position, so all Front of House Staff are required to adhere to ECA's dress and appearance policy. As a condition of employment, the successful applicant must obtain a Washington State Class 12 Mixologist permit and a Snohomish County Food Handler permit within 30 days of start of employment.

NOTE: Pursuant to the Immigration Reform and Control Act, all new employees must present acceptable documents verifying identity and authorization to be employed in the United States. Applicant must possess a valid Driver's License and be willing to submit to a background check. Applicant must also possess or obtain a Class 12 Mixologist Permit from the Washington State Liquor Control Board as a condition of employment, as well as a Snohomish County Food Workers Permit within 30 days of his/her start date. Edmonds Public Facilities District/Edmonds Center for the Arts is an Equal Opportunity Employer.

APPLICATION REQUIREMENTS:

Please send cover letter describing qualifications, resume with references, and a completed ECA Application Form (available for download at www.ec4arts.org) to *ECA Patron Service Manager Search, 410- 4th Ave N, Edmonds, WA 98020*, or e-mail: jim@ec4arts.org. **No phone calls please.**

Please note: Any individual requiring ADA accommodation during any part of the selection process should advise Edmonds Center for the Arts of that need.