



FRONT OF HOUSE & VOLUNTEER COORDINATOR

Reports to Managing Director

Theater Works is a community theater that produces 14 productions each year along with various educational programs and also acts as the managing tenant of the Peoria Center for the Performing Arts (PCPA). The Front of House and Volunteer Coordinator is tasked with ensuring the Front of House staff creates and executes a smooth and positive patron experience when attending the PCPA. This position is also responsible for recruiting, training and cultivating a volunteer base of more than 100. Volunteers are a valued and necessary part of theater operations. This position works closely with many departments and has a strong emphasis on customer service.

SPECIFIC RESPONSIBILITIES INCLUDE:

- Overall appearance of theater spaces
- Works alongside Rental & Operations Coordinator to fulfill Front of House needs for all events in the PCPA, ensuring an exceptional experience for both renter and audience member
- Recruit, hire, train, schedule and supervise House Manager staff
- Communicate all Front of House event information to House Manager staff to ensure exceptional event execution and audience experience
- Recruit, coordinate and manage volunteers for all departmental needs including performance ushers, administrative support and back of house volunteers
- Schedule usher teams for every performance and event
- Maintain all forms and applications as well as ensure all proper training of volunteers
- Maintain volunteer tracking reports
- Organize all volunteer orientation and appreciation events
- Fulfill the duties of a House Manager and provide back up support Patron Services
- Exhibits excellent customer service to all audiences
- Support for all departments of the theater as necessary

SKILLS

- Effective communicator with strong writing skills
- Computer and internet proficiency
- A genuine interest in and knowledge of the theater
- Proven organizational skills and ability to multi-task
- A creative problem-solver
- Self-directed and eager to grow
- Willing to take ownership over projects and has exemplary follow through
- Positive attitude
- Ability to work solo and as part of a team
- Must be able to lift 20 pounds

QUALIFICATIONS A successful candidate will have career experience in operations, event management or a related field. He or she will have proven initiative and will be a highly organized, self-driven team player. The ideal candidate will be flexible with the ability to work independently and as part of a team, and will be able to work successfully under pressure and find creative and efficient solutions. The position requires four years minimum professional or related experience in a theater or event management setting.

POSITION This is a Part Time, hourly position. Requires attendance at performances and events outside of normal hours on a regular basis.

TO APPLY Applicants for this position should send a resume and cover letter to:

Cate Hinkle
Managing Director
Theater Works
10580 N. 83rd Drive
Peoria, AZ 85345
or to cateh@theaterworks.org