



<b>Job Title:</b>	<b>Performing Arts Program Coordinator</b>	<b>Department:</b>	Performing Arts Department
<b>Job Description</b>			
<p><b>JOB SUMMARY.</b></p> <p>Performing Arts Program Coordinator provides administrative and organizational support to the Department of Performing Arts, liaise to interdepartmental staff as required to: support flow of information, audience development, support Performing Arts educational components and venue scheduling.</p> <p><b>ROLE AND RESPONSIBILITIES.</b></p> <p><b>AUDIENCE DEVELOPMENT COORDINATOR</b></p> <p><b>PRIMARY DUTIES- approximately 80% of time</b></p> <ul style="list-style-type: none"> <li>• <u>Audience Development.</u> In coordination with other departments, identify sales opportunities, support marketing and sales efforts through social media, assist program information flow with internal and external resources. Assist growth of ticketing opportunities and improving procedures.</li> <li>• <u>Education.</u> Assist/coordinate expansion of theatre classes and theatre camp education offerings. Assist in development of business plan, strategy towards growth of curriculum and student base.</li> <li>• <u>Rental Liaison.</u> Informational individual for third-party rentals, as tasked by Director. To coordinate details with interdepartmental Workhouse staff as tasked by Director.</li> <li>• <u>Ticketing.</u> Assists Director to maintain ticketing software database by creating/updating new/returning performances, classes, camps and workshops, guides information to instructors/contractors, and assist management of audience and student customer database, general inventory and attendance.</li> <li>• <u>Scheduling.</u> Coordinate master calendar for performance venues, liaise with other departments. To include maintaining accurate and clean calendar of performances, classes, special events linked to department.</li> <li>• <u>E-Newsletter.</u> Assist information and design of monthly Performing Arts at the Workhouse e-newsletter in concert with Director and Marketing staff.</li> </ul> <p><b>SECONDARY DUTIES- approximately 20% of time</b></p> <ul style="list-style-type: none"> <li>• <u>Grants.</u> Assist Director per gathering information to support Workhouse Development staff.</li> <li>• <u>Registration.</u> Provide registration assistance to customers over the phone or in-person.</li> <li>• <u>Monitor Maintenance.</u> Monitor overall cleanliness and/or safety concerns in studios and theatre, provide advisement to Director or to Facilities of concerns.</li> <li>• <u>Materials.</u> As tasked by Director, assist coordination of purchase of departmental materials liaise with appropriate interdepartmental staff from Business, Events or Marketing.</li> <li>• <u>Audience Services.</u> Typically during weekend hours, assist or supervise front-of-house staff during performances.</li> </ul> <p><b>QUALIFICATIONS, EXPERIENCE AND EDUCATION REQUIREMENTS.</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service and interpersonal communication skills: telephone, written and digital correspondence, person-to-person with staff, contractors and audience/guests.</li> <li>• A minimum of two years of experience in sales/retail and/or scheduling in a dynamic office environment. Experience working in arts education or arts management field is strongly preferred.</li> </ul>			

- B.A. degree in arts related field preferred.
- Experience of front-of-house practices in arts venue operations, general knowledge of live theatre operations preferred. Knowledge of technical theatre processes a plus, not required.
- Basic computer competencies in Microsoft Office Suite (required).
- Preference towards candidate with additional experience/knowledge with: social media platforms, ticketing software and procedures, Adobe CSS

#### **ADDITIONAL EXPECTATIONS**

- Ability to manage multiple overlapping deadlines, requiring individual initiative and independent judgment, ability to adapt to change systems due to growth of department.
- Cheerful demeanor when interacting with audiences, approachable and welcoming personality. Will interface with audience/guests/contractors and must represent the Workhouse appropriately.
- Must work well under pressure and keep a cool, calm and collected demeanor when dealing with audience, staff, management and contractors.
- Ability to work independently on projects as tasked by Director.

#### **ADDITIONAL NOTES**

- Flexible work schedule based on departmental workload to include a total of 20-25 hours per week. Majority of hours to be served during business hours, with some required evening and weekend hours.

#### **HOW TO APPLY**

Please email a cover letter, resume, and reference list to [resumes@workhousearts.org](mailto:resumes@workhousearts.org). Position open until filled.