

## MESA ARTS CENTER FRONT OF HOUSE COORDINATOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Mesa Arts Center (MAC) Front of House Coordinator is responsible for planning, developing, implementing, maintaining, evaluating, and providing recognition for an effective volunteer usher program and all front-of-house activities on behalf of the MAC. The incumbent is responsible for working closely with the MAC Volunteer Coordinator in training volunteers and maintaining volunteer records. The incumbent is responsible for patron safety and for formulating, developing, and implementing safe crowd management procedures; arranging accommodations for groups with special needs; and maintaining compliance with Americans with Disabilities Act (ADA) regulations, including the planning, delivery, and evaluation of Mesa Arts Center ADA plans, policies, and procedures. Duties also include: handling complaints and related problems with the public and promoters involving tickets, seating, concessions, and related issues; arranging sale of show merchandise with licensor in advance of show arrival and verifying charges for event-related expenses and presenting them for event settlement; and acting as on-duty manager during some events. The MAC Front of House Coordinator will assist in the coordination of event activities and performs related duties as required.

**Distinguishing Features:** This class is responsible for supervising and directing the activities of multiple part-time employees, and numerous volunteers. This class is subject to evening, weekend, and holiday work. This class is supervised by the Event Services Supervisor who reviews work through conferences, reports, inspections, and results achieved. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Theater Administration, Communications, or related field and considerable (3 - 5 years) front of house experience at a large public assembly facility.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Bilingual in Spanish or American Sign Language. One-year volunteer management experience. Knowledge and experience with the ADA. Some (6 months – 1 year) supervisory training or experience are preferred.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Communicates with the general public, other City employees, vendors, management, and artist's representatives. Instructs and/or trains subordinates and volunteers in a classroom setting. Prepares written documents with clearly organized thoughts and/or using the proper sentence construction, punctuation, and grammar.

**Manual/Physical:** Reviews the work products of others to ensure compliance with standard operating procedures, federal regulations such as ADA, state regulations and other standards/guidelines specific to the Arts and Culture Department and the MAC. Inspects, monitors and/or evaluates information, work-related conditions and objects, such as to determine compliance with prescribed operating and safety guidelines, or other industry standards and regulations. Ensures that the building is ready and safe to open (example: aisles are clear, no trip/slip hazards in the lobby, restrooms, etc.). Compiles information for special projects or reports. Creates and maintains complex records, databases, and integrated filing systems by operating a variety of standard office equipment and entering data and information into a personal computer (PC). Prepares and/or updates, schedules, graphs or develops similar charts for reports.

**Mental:** Plans, organizes, and/or directs the activities of front of house operations for the MAC. Supervises and evaluates the work of subordinate personnel and volunteers. Prioritizes and assigns work to personnel and prioritizes own work. Resolves procedural, operational, and/or other work-related problems. Performs mathematical calculations, financial and/or cost analysis. Learns job-related material through on-the-job training or in a classroom setting.

### **Knowledge and Abilities:**

Knowledge of:

front of house requirements in presenting public concerts, exhibits, lectures, and other events;  
principles and practices of business management in regard to production and facilities coordination;  
tenant services practices and principles, and event coordination;  
principles of supervision, training, safety, and security;  
food service practices and regulations;  
needs of users of large facilities;  
fire and public safety regulations;  
theater etiquette and protocol; and  
terminology used in entertainment, and conference settings.

Ability to:

plan, service, and supervise public and commercial settings;  
identify potential problems, and make plans for corrective action;

communicate effectively by oral and written means;  
establish and maintain effective relationships with fellow staff and facility users;  
maintain a positive attitude in dealing with the public in adverse situations;  
plan, direct, and evaluate the work of subordinates; and  
work nights, weekends, and holidays.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/21

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INCREMENTS 43-200

PAY GRADE: 46

IND-9154

SWORN-No