

Assistant Manager, Audience Services (#25063)

Job Description

Department: Cal Performances
Classification: Events Specialist 2
Title Code: 6291U Non-Exempt
Percent Time: 100 %
Work Schedule: Variable (Including Nights & Weekends)
Supervisor's Title: Event Operations Manager
Personnel Program: Personnel Policy for Staff Members (PPSM)

Introduction

Under the supervision of the Event Operations Manager, the Assistant Manager, Audience Services assists in the efficient operation of all Audience Services activities in various Cal Performances' venues (Zellerbach Hall, Zellerbach Playhouse, Wheeler Auditorium, the Hearst Greek Theatre, and certain performances at Hertz Hall and First Congregational Church). Responsibilities include operational assistance and administration, as well as coordination and supervision of Front of House student staff and volunteers.

Responsibilities

Duties include but are not limited to:

[60 %] House Management

- Resolves critical issues involving patrons at events such as ticketing problems, late seating, crowd control, facility maintenance and general public relations, while employing customer service techniques.
- Facilitates communication and services with concessionaires, caterers, vendors and other Cal Performances departments, as they pertain to Front of House activities such as receptions or intermissions, to ensure protection of Cal Performances' interests and maintain consistent customer service to the patrons.
- Ensures that the ambiance, appearance, and general condition of patron-accessible areas of facilities, including the lobby, auditorium, and restrooms, are appropriate.
- Provides directions and information. Oversees digital and hard-copy signage for events.
- Looks after ADA considerations for all patrons, including ADA seating, facilities, and providing assistance in transport to and from venues when appropriate.
- Assumes leadership role in emergency situations, leads evacuations or other safety-related procedures; performs crisis intervention; calls emergency services; prevents or removes anything or anyone disrupting an event. Provides first aid.
- Communicates effectively with Artist Services, Production and Facilities Services to ensure smooth execution of events in all venues.
- Represents Cal Performances and the University at selected events.
- Works with the Event Operations Manager in the development and implementation of a training program and a Policy & Procedure manual for all Front of House personnel.
- Assists the Event Operations Manager in the development and implementation of emergency procedures as they would pertain to Front of House staff and Patrons.

[40 %] Administration of FOH

Student & Volunteer Usher Program

- Under the direction of the Events Operations Manager, recruits, hires, trains, motivates, schedules and supervises the Front of House staff.
- Oversees the scheduling of and conducts annual, bi-annual and periodic staff meetings.
- Leads the development and implementation of volunteer recognition programs.

FOH Operations Administration

- Maintains Operations and Front of House related items in the event files.
- Maintains FOH archival and history information and files.
- Attends regular meetings to coordinate events with other departments and employees.
- Coordinates interdepartmentally, to ensure program books, stuffers and/or surveys are available to all venues for events.

Skills, Knowledge & Abilities

Required Qualifications

- Experience in Performing Arts, Event Management, and Public Assembly.
- Excellent customer service skills.
- Excellent verbal communication skills; ability to give appropriate consideration to others' concerns in order to address and resolve a variety of problems.
- Ability to access and manage diverse customer service activities, including unanticipated service needs and/or emergencies.
- Ability to manage and look after a wide variety of events and patrons, encompassing all kinds of entertainment and university events.
- Ability to speak in front of large groups of people.
- Ability to take charge and direct people in a calm and professional manner.
- Demonstrated leadership skills to effectively recruit, select, train, and motivate student staff members and community volunteers.
- Ability to work under pressure of deadlines in a demanding environment.
- Strong organizational skills, ability to work on multiple projects with competing deadlines and to establish goals and workload priorities.
- Good writing skills to prepare clear reports and written instruction.
- Strong working knowledge of computer systems and software including word processing, spreadsheet and data management software.
- Initiative and ability to work independently and as part of a team.
- Ability to work nights, weekends, and holidays.
- This position requires the successful completion of a criminal background check.

Strongly Preferred Qualifications

- Knowledge of ADA regulations and considerations.

To apply, please visit <http://jobs.berkeley.edu/> (search by the Job ID #25063). When applying, please include a cover letter with your resume.