

Position Description Form

Position Title: House Manager and Volunteer Coordinator
Work Schedule: Varied
Position Status: PT Hourly Position

Founded almost 50 years ago as Spartanburg Arts Council, the local arts agency in Spartanburg County, Chapman Cultural Center (CCC) has been a champion of the arts for Spartanburg County for generations. Our mission is simple: we aim to provide cultural leadership for Greater Spartanburg by developing, strengthening, and promoting the scope, excellence and educational role of the arts, humanities and sciences, and to further their significance in the life of our community and all of its citizens.

As a local arts agency, CCC provides grant funding and technical support for many of Spartanburg's arts and cultural organizations and individual artists. As the leading entertainment destination in Spartanburg, CCC welcomes over 282,000 visitors to our community every year and hosts almost 400 programs and events open to the public. Seven Partner Organizations receive critical operating support through CCC's annual United Arts Fund. During the past 20 years, Chapman (and its forerunners) has become the fourth largest arts organization in South Carolina and the 19th largest United Arts Campaign in America.

Primary Position Description

House Manager and Volunteer Coordinator will close out registers, print and file daily paperwork, and handle subsequent deposits when manager is out. They assist the Theater Services Manager with creating new shows, events, and seasons, and adding in all season memberships for SLT, SYT, Ballet Spartanburg, SPO, and any others as needed. They will assist the manager with adding and editing information to the online ticketing pages, helps to assure that all information online is correct and current.

They will be responsible for prompt and professional handling of situational conflict when the manager is unavailable, this includes: customer complaints, IT issues (such as contacting AudienceView, IT, or others as needed), and partner concerns/questions regarding ticket sales. They will also be responsible for providing CCC partners and outside renters with ticket sales and statistical information when the manager is unavailable.

House Manager and Volunteer Coordinator must have excellent customer service skills, the ability to work independently, and a strong capacity for organization. They must have experience with front of the house management, volunteer usher management/training, and planning, or similar experience. The ideal candidate will be an energetic individual with a strong enthusiasm for the Spartanburg Community.

House Manager and Volunteer Coordinator's responsibilities will include the maintenance and operations of the "front of house" theatre in coordination with the Technical Coordinator and Theater Services Manager. Due to the complexity of CCC's operations and the need to carefully coordinate the activities of both resident agencies and outside renters, the House and Ticket Office Assistant Manager must demonstrate a significant degree of organizational, customer service, and managerial skills to properly manage the front of the house and oversee the volunteer ushers on a weekly basis.

Description of Work:

- Coordinate front of house, rentals, ushers, and concessions staff at all performances
- Coordinate the recruitment, and training and maintaining of all ushers. This position will recruit, schedule, and manage all ushers during performances

- Manage the operations and maintenance of the theatre's front of house to ensure a clean, safe, and comfortable facility
- Oversees concessions ordering and stocking, including alcoholic beverage orders
- Handles all patron (partner and visitor) issues or complaints during productions
- Responsible for all artists' hospitality arrangements for CCC-sponsored events and budgets for same.
- Serves as the liaison between the partner agency and CCC on all front of house/usher related related issues
- Serves as the secondary contact between the renter and CCC once the contract has been finalized with the Rental and Event Services Manager.
- Coordinate with Rental and Event Services Manager during rental contract negotiation as to the capabilities of the theater and available equipment
- Responsible for coordinating with Theater Services Manager on the maintenance and repair of all dressing room equipment
- Advise Theater Services Manager on major capital improvements for front of the house for the theater
- Work with Theater Services Manager to track all facility and production-related expenses throughout the year through monthly budget monitoring
- Occasionally serves as receptionist greeting visitors to CCC and being accessible to new potential volunteers

Ticket office description of work

- Works closely with promoters and partner agencies to set up ticketing for their events and establishes good working relationship with them.
- Builds, maintains, and processes events in the computerized ticketing system for advance and event day ticket sales including walkup, phone, and online sales.
- Drafts a variety of daily, monthly, and yearly financial reports.
- Checks online sales daily, ensures all "to mail" tickets are mailed in a timely manner
- Interacts with theatre staff and partners on seating issues.
- Handles cancelled shows and refunds.
- Other duties as assigned.

Competencies

- Ability to work as part of a team and to accept directions and instructions
- Must tolerate a very flexible and often-changing schedule.
- Good written and oral communication and interpersonal skills.
- Exceptional customer service and conflict resolution skills
- Detail oriented and excellent time management
- Strong prioritization and organizational skills
- Ability to learn new technology quickly and efficiently
- Strong computer skills; proficiency in MS Office applications
- Knowledge of theatre methods and systems
- Knowledge of online ticketing or shopping preferred

Email all resumes and cover letters to pjones@spartanarts.org