

Audience Services Assistant Manager

Job Description

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

Introduction

Cal Performances is the performing arts presenting, commissioning, and producing organization based at the University of California, Berkeley. Cal Performances at the University of California, Berkeley unites exceptional artists, ideas, and audiences through live performance to enlighten and enrich lives. The organization delivers a diverse artistic and educational mission to the University and surrounding communities, as well as internationally through its digital platforms, maintaining a budget size of roughly \$20M and roughly 65 full-time staff, 90 student employees, and 200 volunteers -- all serving approximately 250,000 audience members plus another 200,000 through other promoters every year in our five main venues.

Under the supervision of the Patron Experience Manager, the Audience Services Assistant Manager 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. Fosters an environment of belonging and inclusion. Maintains positive relationships with community leaders and volunteers while assisting in the expansion and creation of a thriving Audience Services team.

Responsibilities

Duties include but are not limited to:

House Management-Primary Front of House Leader (60%)

- 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, security personnel, medical technicians, 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.
- Reports to Patron Experience Manager and Venue Operations Manager any major safety concerns, and building appearance improvement needs encountered during events.
- Provides directions and information to patrons on site.
- Oversees digital and hard-copy signage for events.
- Manages providing accessibility services for all patrons at events, including accessible seating, facilities access, and assistive technologies/devices.
- Assumes leadership role in emergency situations in concert with event manager; leads front of house evacuations and/or other safety-related procedures; performs crisis intervention; calls emergency services; prevents or removes anything or anyone disrupting an event.
- Communicates effectively with Artistic Planning, Production, Ticket Office, and Facilities Services to ensure smooth execution of events in all venues.
- Represents Cal Performances and the University at selected special events.
- Works with the Patron Experience Manager in the development and implementation of a training program and a Policy & Procedure manual for all Front of House personnel.
- Assists the Patron Experience Manager in the development and implementation of emergency procedures as they pertain to Front of House staff and patrons, including maintaining first aid supplies and employee first aid training.

Administration of Front of House (40%)

1. Student Usher Program-Student Staffing Management

- Under the direction of the Patron Experience 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.

- Working closely with the Patron Experience Manager, provides insight into staffing levels, best practices, and additional staffing needs to allow for smooth operations of a professional level front of house department.
 - Ensures accurate timekeeping and payroll of up to 50 student staff, supports students in the proper operation of timekeeping devices both physical and digital.
- 2. Volunteer Usher Program-Volunteer Coordination**
- Under the direction of the Patron Experience Manager working closely with Volunteer coordinator, trains, motivates, and supervises the Volunteer ushers.
 - Oversees the scheduling of and conducts annual, bi-annual, and periodic Volunteer meetings.
 - Leads the development and implementation of volunteer recognition programs.
- 3. FOH Operations Administration-Student Staffing Coordinator and Volunteer Coordinator**
- Advises Patron Experience Manager on major departmental projects, which would impact the Front of House operations and assists in implementation.
 - Produces Operations and Front of House related information in the house reports.
 - 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.
 - Other duties as assigned.

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 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 large groups of 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 instructions.
- 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.
- Knowledge of ADA regulations and considerations.

The hourly range that the University reasonably expects to pay for this position is \$29.31 - \$39.85

Two Available Openings

Employee's Signature _____

Date _____