



Patricia Reser Center for the Arts
Position Posting
Audience Services and Volunteer Assistant

Reports to: Audience Services and Volunteer Manager
FSLA Status: Non-exempt; Part-time; Hourly, Event Driven
Schedule: Work is subject to irregular hours, including nights, weekends, and occasional holidays, sometimes on short notice.
Date of Posting: February 16, 2024

We strongly encourage applications from persons of color, women, and LGBTQ individuals.

ABOUT US

The Patricia Reser Center for the Arts (“The Reser”) is a new, nonprofit professional arts center opened to the public in March 2022, in downtown Beaverton, Oregon. Located near City Hall, Beaverton Central Max station, and The Round, the facility comprises a 550-seat Mainstage Theater, an art gallery, and meeting & rehearsal rooms. The Reser will present national touring artists, local and regional performing arts organizations, visual arts exhibitions, arts education programs, and serves as a social and cultural hub for Beaverton and its surrounding communities. For more information about the Patricia Reser Center for the Arts, please visit www.thereser.org

The Reser is governed by the Board of Trustees of Beaverton Arts Foundation (doing business as Patricia Reser Center for the Arts), consisting of accomplished, respected, and dedicated community volunteers. In a successful public/private partnership with the City of Beaverton, they have brought The Reser to life.

The Reser’s first full season in 2022-23 was a successful outcome to the years of planning and preparation that preceded it. The region is taking note of The Reser’s contribution to its cultural life. The Reser’s second full year, the current 2023-24 Season, will continue to require a nimble and creative staff, with the skills and commitment to meet challenges as they arise, and to grow as a team. Adaptability and a personal commitment to the mission of The Reser are vital qualities for every employee in this environment.

PRIMARY RELATIONSHIPS

The Audience Services and Volunteer Assistant reports directly to the Audience Services and Volunteer Manager, as part of the Marketing and Patron Services team, and will directly supervise paid and volunteer ushers. In addition, they will work closely with the Box Office & Patron Services Manager and Box Office staff, as well as colleagues in Production & Operations.

WHAT YOU’LL DO

The primary responsibility of the Audience Services and Volunteer Assistant is to ensure a safe and welcoming environment for patrons, volunteers, and patrons attending public events at The Reser. The Audience Services and Volunteer Assistant - often functioning independently as the House Manager on duty - will be one of the first faces representing The Reser that a patron sees and, accordingly, must embody the organization’s commitment to both friendly service and the principles

of diversity, equity, and inclusion. The three critical imperatives for all Front of House staff are: Public Safety, Warm Hospitality, and Incomparable Service.

During periodic absences of the Audience Services and Volunteer Manager from events, the Audience Services and Volunteer Assistant will function as the House Manager on duty. A House Manager performs essential customer relations work for The Reser, and may be responsible for some or all of the following responsibilities: training, assigning duties, scheduling, and supervising volunteer ushers; conducting pre-show briefings with ushers; facilitating a smooth and efficient flow of patrons entering and exiting the facility; arranging accommodations for individuals and groups with special needs; resolving customer complaints concerning seating, ticketing, and related areas; reporting safety incidents; coordinating run of show from house open to end of show with the Back of House team; and performing other related duties as required. A House Manager must be able to engage the public in a friendly, but firm and tactful manner, and may occasionally be required to deal with an unruly patron.

When not acting as House Manager, the assistant will support the Audiences Services and Volunteer Manager with administrative tasks, database maintenance, and volunteer communications. The assistant will attend several weekly meetings, fill in for performances on short notice, and organize our spaces and procedures. There are opportunities for remote and in-person work in this role, but the Audiences Services and Volunteer Assistant will need to be onsite when facilitating training for volunteers and Front of House staff.

Specific responsibilities will include:

- Welcoming patrons to events, answering questions knowledgeably, and managing the lobby to ensure an orderly, safe environment.
- Assisting in planning front-of-house activities related to performances and events, including adapting quickly, and prioritizing multiple client requests.
- Helping create a sense of enthusiasm and anticipation about performances & events.
- Overseeing ushers in the orderly seating of as many as 550 patrons at events; resolve seating issues and assist with wayfinding.
- Being familiar with, and following the proper protocols, for assisting patrons with disabilities.
- Implementing mandatory public health measures and policies when necessary.
- Developing familiarity with The Reser's public safety protocols; train paid and volunteer ushers; be prepared for emergencies; report safety-related issues promptly.
- Informing paid and volunteer ushers of client house policies and ensuring they are followed by patrons.
- Informing Audiences Services and Volunteer Manager if there are any behavior complaints or if additional training is needed for paid or volunteer ushers.
- Scheduling, managing, recruiting, and motivating paid and volunteer ushers.
- Assisting the Audience Services and Volunteer Manager in the retention, training, and supervision of volunteer ushers.
- Reporting and auditing volunteer service hours and supporting the annual Volunteer Appreciation Event.
- Preparing, circulating, and uploading the House Manager's Report as needed.

- Administrative duties include auditing volunteer databases, scheduling, taking inventory, attending meetings, updating/cross referencing calendars, inputting report derived data, managing emails, and updating training protocols.

SKILLS AND EXPERIENCE NEEDED

- The ability to work occasional nights, weekends, and holidays.
- Outstanding planning and time management skills.
- Experience with Google Docs, Microsoft Office, and Sharepoint.
- Excellent communication skills: the ability to speak clearly and persuasively in English.
- Cultural competence: the ability to understand and interact effectively with people from other cultures and traditions.
- Mature interpersonal skills; a talent for diplomacy; a builder of respectful and collaborative professional relationships.
- A calm, cheerful, and welcoming demeanor; both the ability to project a sense of personal connection and to control a large group of people.
- The ideal candidate has a flexible attitude, is a team player and master problem-solver, and thrives on social interaction.
- A personal commitment to the value of the arts and the ability to convey enthusiasm and information to patrons and the team.

PREFERRED QUALIFICATIONS

- Experience in the management and coordination of public spaces in a performing arts organization.
- Previous volunteer coordination experience.
- First Aid, AED, and Cardiopulmonary Resuscitation (CPR) Certification.
- Previous experience with ticket scanners, event communications, crowd control, de-escalation, etc.
- Experience in Volgistics, Momentus Elite, Tessitura, and QuickBooks.
- Bilingual speaking skills.

WORKING ENVIRONMENT - ESSENTIAL PHYSICAL ABILITIES

Most of this position's responsibilities do not involve equipment that poses a threat of injury. The successful completion of duties relies on the following physical abilities: Sufficient (corrected or uncorrected) vision to read text of various sizes and perceive colors and shapes accurately. Sufficient clarity of speech and hearing to communicate effectively in the context of crowd noise, in person and on a telephone, and to hear sounds within the normal range of conversation. The ability to work in a fast-paced environment that may be bright, dark, or dimly lit. Sufficient manual dexterity to operate office equipment, such as ticket scanners and mobile communication devices. Sufficient personal mobility, strength, and reflexes to perform light work and to reach, stoop, bend, kneel, climb stairs, and lift as much as 50 pounds. Should be able to stand for extended periods of time without assistance. *The physical abilities required for this position may be flexible, and we encourage those who need accommodation to apply.*

COMPENSATION AND BENEFITS

An hourly wage of \$23, commensurate with experience. Benefits that include paid vacation and sick time.



HOW TO APPLY

Interested and qualified applicants are encouraged to submit a resume and a cover letter describing why this position is of interest and the personal and professional experience that has prepared them to be successful. All applications will be held in confidence. Initial review of applications will begin on or about the second week of March and the position will be open until filled. Interested applicants should submit materials as soon as possible.

All applications and/or inquiries should be sent via email and addressed to:

Alicia Forbes, Audience Services and Volunteer Manager
Jobs@TheReser.org

MS Word or PDF attachments only, please
Subject Line: Audience Services & Volunteer Assistant Application

File names of all attachments should include applicant's last name.

The Patricia Reser Center for the Arts is an equal opportunity, at-will employer, dedicated to the goal of creating a diverse and inclusive working environment. We strongly encourage applications from women, persons of color, and LGBTQ individuals. All qualified applications will receive consideration for employment without regard to age, race, color, religion, gender, gender expression, national origin, disability status, protected veteran status, marital status, sexual orientation, or any other characteristic protected by law.