



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

Reports to: Director, Marketing and Audience Services
FSLA Status: Exempt, Full-time with benefits
Date of Posting: July 22, 2024

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

Please note: Full vaccination against COVID-19 is a prerequisite for employment. The Reser will consider exemptions for medical or religious reasons.

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 third full year, the upcoming 2024-25 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.

WHAT YOU’LL DO

The primary responsibility of the Audience Services and Volunteer Manager is to ensure a safe and welcoming environment for patrons and guests at all public events held at The Reser. The Audience Services and Volunteer Manager will often be the first human face of The Reser that a patron sees and, accordingly, must embody the organization’s commitment to both peerless service and the principles of diversity, equity, and inclusion. The Audience Services and Volunteer Manager will oversee all activities and staff related to running events, including planning, staffing, and managing front-of-house staff. The Audience Services and Volunteer Manager will recruit, train, and manage volunteers, and will coordinate with colleagues in the box office, production, security, rentals, and programming to maintain a safe, orderly, and hospitable experience for all patrons.

The three critical imperatives for the Audience Services and Volunteer Manager are: Public Safety, Warm Hospitality, and Incomparable Service. The Audience Services and Volunteer Manager will also play a vital role in actualizing The Reser’s commitment to the principles of Equity, Diversity, and Inclusion.

Specific responsibilities will include:

- Recruit front-of-house staff and volunteers through the internet and outreach. Complete front-of-house and volunteer applications, intake, onboarding, and schedule shadow shifts.
- Lead all volunteer and paid front-of-house staff in The Reser's Equity, Diversity, and Inclusion initiatives, ongoing training, and professionalism.
- Supervise and provide recognition for all front-of-house staff and volunteer ushers. Staff and volunteer responsibilities include ushers, ticket takers, scanners, lobby greeters, coat check, seating, Gallery support, program stuffing and distribution for all publicly attended activities.
- Manage, and motivate front-of-house staff and volunteers. Periodic evaluation and conflict resolution of front-of-house staff and volunteers are needed.
- Collect and analyze demographic and volunteer satisfaction data via annual survey. Facilitate feedback, respond to inquiries, and provide solutions to problem areas.
- Train front-of-house staff and volunteer in Paging Training, Safety and Security Training, Architecture and Design Training, Volunteer Usher Training, and KutlureCity Training. Cross train staff from other departments so they can support front-of-house staff.
- Assist the Box Office & Patron Services Manager in planning all front-of-house activities related to budgeting, board reports, department retreats, and volunteer appreciation planning.
- Work with multiple databases to maintain records for both front-of-house payroll and volunteer service hours. Track staff and volunteer skills, accommodations, certificates, and availability.
- Schedule front-of-house staff and volunteers for performances, events, City of Beaverton events, private rentals, school shows, artist hospitality, merchandise selling, stage door coverage, trainings, meetings, and large community markets.
- The ability and willingness to work irregular hours, as dictated by the schedule of events. Remain on call over the weekends when events are scheduled. The Manager will in if there are any staff or volunteer absences.
- Work with clients to ensure theater protocols and audience expectations are met for events. Additionally, training any volunteers from an outside organization to adopt Reser policies while volunteering at The Reser.
- Oversee the orderly seating of as many as 550 patrons at events; resolve seating issues. Additionally, oversee large public events. with close to 1,000 people.
- Maintain theater signage in good working order and ensure front-of-house staff have accurate language to support client requests.
- Attend multiple weekly and biweekly meetings with Rentals, Gallery, Box Office, Production teams.
- Attend annual conferences related to Patron Services, Venue Management, or Diversity, Equity, and Inclusion.
- Work with Development to supply information for grants and facilitate volunteer sponsorships.
- Sit on the Safety Committee to coordinate emergency procedure planning.
- Develop public safety protocols; train staff; be prepared for evacuations or shelter in place; report safety-related issues promptly. Maintain egress, OLCC premise regulations, accessibility

- Implement mandatory public health measures and policies to ensure the safety of staff, volunteers, and patrons.

PRIMARY RELATIONSHIPS

The Audience Services and Volunteer Manager will report directly to the Director, Marketing & Audience Services, as part of the Marketing and Patron Services team. In addition, they will work closely with colleagues in Production & Operations, Programming, Box Office, Rentals, Donor Engagement, and Finance & Administration.

SKILLS AND EXPERIENCE NEEDED

- Experience in the management and coordination of public spaces in a performing arts organization.
- Demonstrable experience managing event staff, including both paid and volunteer ushers.
- Outstanding planning and time management skills.
- The ability to multitask and set priorities.
- Excellent communication skills: the ability to speak and write clearly and persuasively.
- Mature interpersonal skills; a talent for diplomacy; a builder of respectful and collaborative professional relationships.
- Skill in the use of Microsoft Office and other office management software tools.
- A calm, cheerful, and welcoming demeanor; the ability to project a sense of both personal connection and control of a large group.
- Cultural competence: the ability to understand and interact effectively with people from other cultures and traditions.

PREFERRED QUALIFICATIONS

- Previous experience as a House Manager in a busy performing arts environment.
- Previous experience with ticketing systems, ticket scanners, event communications, etc.
- Previous experience in a nonprofit organization.
- A personal commitment to the value of the arts and the ability to convey enthusiasm and information to patrons.
- Bilingual
- First Aid and AED Certification
- OLCC Permit
- Skill in the use of Momentus Elite, QuickBooks Time, Volgistics, Trello, Slack, and Google Calendars.

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 person and on a telephone, to hear sounds within the normal range of conversation and in the context of crowd noise. Sufficient manual dexterity to operate office equipment. Sufficient personal mobility, strength, and reflexes to perform light work and to reach, stoop, bend, kneel, climb, and lift as much as 50 pounds. The candidate should also 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 annual salary of \$60,000-\$65,000 commensurate with experience. Benefits include medical insurance, Flexible Spending Account, paid vacation, and matching 403(b) retirement plan contributions.

HOW TO APPLY

Interested and qualified applicants are encouraged to submit a resume, accompanied by 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 August 16, 2024. Interested applicants should submit materials as soon as possible.

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

December Carson, Director, Marketing & Audience Services
Jobs@TheReser.org

MS Word or PDF attachments only, please

Subject Line: Audience Services and Volunteer Manager application

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

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.