

POSITION DESCRIPTION

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| POSITION TITLE: | <i>Theater Operations Specialist</i> |
| REPORTS TO: | <i>Operations Director</i> |
| WORK SCHEDULE: | <i>40 hours per work primarily between Tuesday through Saturday,</i> |
| COMPENSATION: | <i>Salary - \$45,000 - \$55,000 plus benefits that include Paid Time Off, Health Coverage, Ski Pass</i> |

POSITION SUMMARY

The Theater Operations Specialist will provide support to the Operations Director as they work to execute TACAW's mission of presenting exceptional performing arts events. The Theater Operations Specialist will interact with people from a wide variety of backgrounds and levels, from artists and agents to patrons and VIP guests. Candidates should be comfortable interfacing with the public and taking on the numerous tasks associated with operating a performing arts center. The position is a full-time position.

PRIMARY RESPONSIBILITIES

1. Assist with planning, preparation, set up, execution, and breakdown of events.
2. Set up seating, tables, and other required assets prior to all shows.
3. Oversee general upkeep of the theater and campus.
4. Assist with data entry, report generation, and upkeep across all of TACAW's databases and software.
5. Make weekly deposits of checks and cash generated via events and donations.
6. Oversees TACAW's info & box office email correspondence, including:
 - Answering phone calls and checking Box Office messages daily.
 - Responding to messages and e-mails daily.
7. Collaborate with box office contractors to:
 - Handle ticket sales.
 - Resolve customer inquiries.
 - Process gift certificates.
8. Oversee TACAW's office, bar, and cleaning inventory, including:
 - Placing orders.
 - Receiving orders and deliveries.
 - Inventory of supplies.
 - Facilitating returns.
9. Assist TACAW's marketing efforts by:
 - Hanging monthly posters in defined areas.
 - Submitting events to digital community calendars.
 - Serving as a member of the TACAW street team.
10. Serve as an integral member of the TACAW team and assist in creating a culture of collaboration to achieve the mission of the organization.

SECONDARY RESPONSIBILITIES

1. Exhibits appropriate phone, email, and in-person etiquette, and responds to phone and email messages in a timely fashion.
2. Assist with artist load-in and other production responsibilities as needed.
3. Evidence of good work habits including but not limited to being on time, arriving prepared for meetings and events, being responsive, and following through on all patron and staff requests.
4. Exhibits a positive attitude when engaging with patrons, donors, and fellow staff.

5. All personnel are required to perform duties outside of their normal responsibilities from time to time, as needed.
6. Other duties as assigned.

REQUIREMENTS

1. Spanish fluency is preferred.
2. One year of experience in a performing arts environment or two years of experience in customer service is preferred.
3. High school diploma or GED equivalent.
4. Computer proficient (TACAW currently uses Google Drive, Prism, Arts People, and Neon)
5. Excellent oral & written communication skills (in-person, by phone & by email).
6. Be comfortable with a flexible work schedule based on a performance calendar.
7. Passion for the performing arts and a belief in the mission of TACAW.
8. Positive, engaging personality, and professional appearance.
9. Willingness to wear many hats and be a team player.
10. Ability to stand, walk, bend, etc. for extended periods, and lift 50lbs.
11. Ability to work well with people from a variety of backgrounds.
12. Ability to work well under pressure in a fast-paced environment.

Other Notes

- a. TACAW is not able to provide relocation assistance for this position.
- b. Access to employee housing may be available.
- c. Employee medical insurance is provided.
- d. Employee Aspen SkiCo ski pass provided (or equivalent dollar value) as detailed in the Employee Handbook.
- e. Comp tickets to shows provided.
- f. Candidates must be able to pass a background check.
- g. The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all job duties performed by the personnel so classified. Management reserves the right to revise or amend duties at any time.
- h. This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Critical features of this job are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons.

TO APPLY

Please send a cover letter and resume to: info@tacaw.org.