

TACAW

POSITION DESCRIPTION

POSITION TITLE:	Operations Coordinator
REPORTS TO:	Operations Director
WORK SCHEDULE:	<i>40 hours per work, primarily between Tuesday through Saturday</i>
COMPENSATION:	<i>\$57,784.00</i>
BENEFITS:	<i>Health Care (100% of employee, 60% of dependents), ski pass, comp tickets, PTO & sick leave, employee retirement match, Professional Development Courses</i>
DEADLINE:	<i>THIS POSTING WILL REMAIN OPEN UNTIL FILLED. APPLICATIONS ARE REVIEWED ON A ROLLING BASIS.</i>

POSITION SUMMARY

The Operations Coordinator provides support to the Operations Director in executing TACAW's mission of presenting exceptional performing arts events. The Operations Coordinator interacts 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.

This is a full-time position based at TACAW's campus in Basalt, Colorado.

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. Assist with data entry, report generation, and upkeep across all of TACAW's databases and software.
4. Prepare and make weekly deposits of checks and cash generated via events and donations, including preparing cash drawers, end-of-night counts, and reconciling point-of-sale and box office receipts.
5. Handle TACAW's info & box office correspondence, including:
 - a. Answering phone calls and checking Box Office messages daily.
 - b. Responding to messages and e-mails daily.
6. Administer TACAW's ticketing platform, including:
 - a. - Building and configuring events, on-sales, and pricing.
 - b. - Managing holds, comps, and VIP allocations.
 - c. - Processing refunds, exchanges, and customer service requests.
 - d. - Supporting day-of-show ticket sales.
7. Coordinate TACAW's office, bar, and cleaning inventory, including:
 - a. Placing orders.
 - b. Receiving orders and deliveries.
 - c. Conducting regular inventory counts of supplies and bar stock.
 - d. Facilitating returns and resolving vendor discrepancies.
8. Assist TACAW's marketing efforts by:
 - a. Submitting events to digital community calendars.
 - b. Serving as a member of the TACAW street team.
9. Aid in general upkeep of the theater and campus.
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. 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.
3. Exhibits a positive attitude when engaging with patrons, donors, and fellow staff.
4. All personnel are required to perform duties outside of their normal responsibilities from time to time, as needed.
5. Other duties as assigned.

REQUIREMENTS

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

Other Notes

1. TACAW is not able to provide relocation assistance for this position.
2. Comp tickets to shows provided.
3. Candidates must be able to pass a background check.
4. 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.
5. 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 submit a resume and cover letter to info@tacaw.org. Applications are reviewed on a rolling basis.