



ODC AUDIENCE SERVICES COORDINATOR - Job description

Part-time, hourly, with a maximum of 25 hours per/week

Reports to: Marketing and Events Manager, Marketing and Communications Department

Background: ODC is ground-breaking contemporary arts institution: a world class dance company, ODC/Dance, a state-of-the-art presenting venue, ODC/Theater, and dance school, ODC/School. Known nationally for its entrepreneurial savvy as well as artistic innovation, the organization is unique for its fully integrated vision. Operating in San Francisco’s Mission District for over 47 years, our programs and activities have contributed to community development, arts education for all ages, and access to creative art-making. ODC strives to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through performance, training, and mentorship.

Overview of Position: This is part-time, hourly position, working a maximum of 25 hours per week, and reporting to the Marketing and Events Manager. The Audience Services Coordinator will work closely with ODC/Theater and marketing teams as well as in concert with other essential services (production and finance) to support performances and public programs and to cultivate relationships with ticket buyers and theater clients. The Audience Services Coordinator oversees and trains hourly front-of-house staff to represent ODC. This position demands demonstrable knowledge and skill in several areas including: (1) high-level and personable customer service; (2) database systems (Salesforce or Patron Manager preferred); (3) box office and front-of-house event management; and (4) familiarity with contemporary dance and performing arts and audiences.

Essential duties and responsibilities:

Ticketing Software/Database Management

- Work with the Marketing and Events Manager to establish protocols for handling ODC ticketing needs and other patron-related data management
- Set-up ticketing for new productions and organize on-sale dates working in concert with Marketing to create correlative event webpages.
- Run reports and lists as requested by colleagues and clients.

Audience Services

- Address patron and client questions, complaints and concerns in a timely manner
- Working with the Marketing and Events Manager, establish/refine FOH policies for ODC and ODC/Theater and ensure consistent communication/implementation of these policies.
- Write and record phone voice mail information.
- Greet the public by telephone and in person, providing routine information about and sales options for upcoming performances and general information.
- Maintain and update FOH signage.
- Assist in setting up FOH events and spaces as needed.

Founder and Artistic Director
Brenda Way

Executive Director
Carma Zisman

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odc.dance



- Staff box office and oversee FOH staff as needed at ODC/Theater and select off- and on-site special events.

Staff Oversight

- Train, supervise, and evaluate all Front-of-House (FOH) staff, including cross-training between box office and house management.
- Create and communicate the monthly FOH work schedule. Prepare and submit the bi-weekly payroll for FOH staff.

Systems/Day-to-Day Operations

- Assist the Marketing and Events Manager in managing and trafficking information among staff concerning current productions, prices, special events, etc.
- Process ticket sales and comp requests in person and over the phone.
- Prepare FOH reports for event management and reconciliation with Theater and Finance staff.
- Create and update forms and manuals necessary for efficient information and operational guidelines for FOH staff.
- Ensure proper supply of materials and stock specific to box office operations.
- Assist with building access to artists, renters, and guests, as needed.

Required Qualifications:

- Bachelor's degree or higher education certification.
- 3-5 years professional experience working for an arts organization.
- Demonstrable knowledge of ticket office procedures and filing systems.
- Ability to keep accurate financial records.
- Superior customer service skills and the ability to deal with the public in a tactful, professional.
- Must be available to work evenings and weekends as required by schedule of performances and special events.