



Front of House, Senior Associate (Part-Time)

Background

ODC is a groundbreaking contemporary arts institution, delivering its mission through a world-class dance company, an innovative presenting theater, a dynamic digital platform, a dance school for movers of all ages and abilities, and ODC Heath with initiatives including a fee-free diagnostic and educational Healthy Dancers' Clinic, and fitness offerings informed by dancer training for all levels and abilities. Guided by Founding Artistic Director Brenda Way; Kimi Okada as Director of ODC School and Associate Choreographer; and, Carma Zisman as Executive Director, ODC is nationally recognized for its entrepreneurial spirit and artistic innovation. Unique for its fully integrated vision, ODC strives to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through dance performance, training, and mentorship. ODC operates a three-building campus including a Dance Commons and the ODC Theater in San Francisco's Mission District, and a robust digital program for classes, performances, and engaging dialogue. ODC's programs and activities have contributed to community development, arts education, and access to creative art-making for more than 50 years.

Position Summary

The Front of House, Senior Associate position is responsible for overseeing all public areas of the theater during a performance or event and ensuring the experience of each patron is enjoyable and safe. The Front of House, Senior Associate position reports to the Audience Services Manager. Shifts are scheduled as needed and based on availability (approximately 10 hours/week). This position prefers demonstrable knowledge and skill in several areas including (1) high-level and personable customer service; (2) familiarity with ticketing including digital through Patron Manager; (3) experience with ushering and front-of-house event management; and (4) familiarity with contemporary dance and performing arts and audiences.

As a Senior Associate on the Front of House team, this position provides support in completing administrative and organizational projects. Senior Associates are expected to cultivate and deliver high level, positive, human-centered, and productive relationships with artists, ticket buyers, donors, and other constituents. The role serves as a representative and host of ODC and ODC Theater as needed at in-person activities and as a proxy to the Audience Services Manager.

Roles & Responsibilities

- All roles and responsibilities of Front of House team members.
- Be available to offer coverage/pick up shifts as needed.
- Lead the FOH team at performances/events on behalf of the Audience Services Manager as needed
- Assist with customer service response for ODC Theater Box Office responding to customer

emails and calls.

- Greet the public by telephone and in person, providing routine information about and sales options for upcoming performances and general information.
- Process ticket sales and comp requests in person, online, and over the phone
- Ensure proper supply of materials and stock specific to Front of House operations
- Assist with building access for artists, renters, and guests, as needed
- Report performance/event activity including any problems that occurred, attendance, and lost-and-found to Audience Services Manager.
- Other special projects as assigned including but not limited to administrative tasks such as posting events to community calendars, ticket buyer outreach/sales,, inventory management.

Qualifications

- Well versed in theater procedures and equipment usage
- Strong leadership and communication skills
- Superior customer service skills and the ability to deal with the public in a tactful, professional manner.
- Demonstrable excellence in delivering all Front of House shift positions (Box Office, House Management, Concessions)
- Experience with Salesforce/PatronManager CRM platform preferred
- Demonstrable knowledge of ticket office procedures and filing systems.
- Familiarity with contemporary dance and performing arts and audiences preferred.
- Must be at least 21 years of age and eligible to work in the US.
- Must be based in the San Francisco Bay Area and available to work on the ODC Campus at 351 Shotwell Street, and 3153 17th Street in San Francisco as well as in other SF venues used by ODC for in-person performances and activities.
- Must be available to work evenings and weekends as required by schedule of performances and special events.

Compensation and Time Base

- The Front of House, Senior Associate position is an at-will, hourly part-time position.
- Base pay is \$22/hour. Evening and weekend shifts are scheduled as needed and based on availability (approximately 4-12 hours/week).
- Sick time accrued as hours worked.
- Complimentary tickets available for ODC theater events and ODC performances.

To Apply

- To apply for this position, please email your current resume and a cover letter to: HR@odc.dance
- Note, please reference “[Front of House, Senior Associate](#)” in the subject line.

No phone calls please.

Principals only. Recruiters; please don't contact this job poster.

Please do not contact job poster about other services or products.

At ODC we believe the vitality of life in the San Francisco Bay Area is contingent upon continued exposure to a variety of perspectives, beliefs, and wisdom. Our work at ODC is challenging and exciting. We attract people who are committed to dance and the arts and we are willing to work hard to engage our audiences and serve our communities. If you want to make a difference, challenge yourself and help us continue to innovate, we welcome your energy and talents. People of color and people with disabilities, of diverse sexual orientations, gender expressions and identities are welcome and encouraged to apply.