



Audience Services Coordinator

Background:

ODC is a groundbreaking contemporary arts institution, delivering its mission through a world class dance company, an innovative presenting theater and digital platform, a dance school for movers of all ages and abilities, and ODC Health with initiatives including a fee-free diagnostic and educational Healthy Dancers' Clinic, and a fitness program for all levels and abilities. Guided by Founding Artistic Director Brenda Way, 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 two-building campus consisting of a Dance Commons and the ODC Theater in San Francisco's Mission District (when in-person activities are allowed), 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 50 years.

Position Summary:

This is a full-time, hourly position, eligible for overtime. With a minimum time base of 30 hours per week and not to exceed 40 hours per week. The role reports to the Operations Manager. The Audience Services Coordinator will work closely with ODC Theater and marketing teams as well as in concert with other related staff teams (digital programs, development, production and finance) to support performances and other public programs and to cultivate positive, productive relationships with ticket buyers, donors, rental clients, and other constituents. 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) highly effective 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.

Compensation:

\$20 - \$23 Per hour DOE

Essential Duties and Responsibilities:

Ticketing Software/Database Management

- Work with the Operations & Marketing teams to establish protocols for handling ODC ticketing needs and other patron-related data management.

- Set-up ticketing for new productions and activities (virtual and in-person) and organize on-sale dates to meet timelines established by Marketing and/or Rentals team.
- Run and provide regular reports for Senior staff and project leads as well as custom 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 Operations 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 online, 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.
- Staff box office and oversee FOH staff as needed at ODC/Theater and select off, on-site, digital, and special events.

Staff Oversight

- Train, supervise, and evaluate all Front-of-House (FOH) staff, including cross-training between box office, house management, concessions, and maintaining coverage for possible absences.
- 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 team in managing and trafficking information among staff concerning current productions, prices, and special events.
- Process ticket sales and comp requests in person, online, 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.
- Maintain, redesign and train on needs regarding Uscreen platform and connection to Patron Manager.

Required Qualifications:

- Must be 21 years of age and eligible to work in the US
- Bachelor's degree or higher education certification
- 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 and professional manner.
- Must be available to work evenings and weekends as required by schedule of performances and special events

Preferred Qualifications:

- 3-5 years relevant professional experience ideally with an arts organization.

To Apply

- To apply for this position, please **email your current resume and a cover letter to: hr@odc.dance**
- Note, please place the words, "**Audience Services Coordinator**" in the subject line.

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.