



ODC AUDIENCE SERVICES COORDINATOR - Job description

Part-time, hourly, with a maximum of 25 hours per/week through December 2018. Has potential to become full-time, eligible for benefits in January 2019.

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, through December of 2018. This role has the potential to expand to full time, with eligibility for benefits in January 2019. The role reports 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.

Founder and Artistic Director
Brenda Way

Executive Director
Carma Zisman

Board of Directors
President
Becky Saeger

Vice Presidents
Mary Margaret Jones
Jackie Schneider

Treasurer
Bart Deamer

Secretary
David Slater

Immediate Past President
Tim Schroeder

Fred Bateman
Anna Boyer
Alyce Dissette
Sean Dowdall
Henry Erlich
Lynn Feintech
Emily Golembiewski
Michelle Hansen
Carolyn Goor Hutchinson
Suzie Ivelich
KT Nelson
Kimi Okada
Timothy Streb
Heather Tay
Samantha Test Cauthen
Ann von Germeten
Brenda Way
Pamela Wright
Sally X. Yu

ODC Advisory Board
Darla Anderson
Simon Bax
Eleanor Coppola
Sakurako Fisher
Laurene Powell Jobs
David Landis
Cindy Testa McCullagh
Cynthia McNulty
Samuel Miller
Tim Mott
Paula Powers
Paul Salinger
Martin Wollesen

Contact
415/863.6606 Phone
415/863.9833 Fax
info@odc.dance

351 Shotwell Street
San Francisco, California
94110

odc.dance



- 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- 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.

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.**