



POSITION ANNOUNCEMENT/DESCRIPTION

Midland Center for the Arts Midland, MI

Position Title: Event Coordinator
Supervisor: Senior Event Manager
Classification: Part-time Regular
Compensation: \$16.00 - \$17.00/hour
Last Updated: April 2024

About Midland Center for the Arts

The Midland Center for the Arts is a cultural destination where people find meaning and connection in their busy lives. One of Michigan's largest non-profit arts organizations, the Center is a unique cultural complex located in the city of Midland, Michigan. The 275,000SF facility encompasses an auditorium theater (1500 seat) that presents touring Broadway and national artists and entertainers, a mid-sized theater (400 seat) for touring programs and locally-produced theater, a four-story hands-on, interactive museum of science and art, a historical campus, and an in-house community theater and professional regional symphony.

World-class entertainment and programming begins with sharing the stories and experiences that look like the world. At Midland Center for the Arts, we strive to create a workplace and patron experience where all people feel welcome and engaged. Our organization celebrates diversity in all of its forms while pursuing our mission as the cultural destination for the Great Lakes Bay Region. Our work reflects our community and our values as an inclusive and accessible home for art, science and history exploration. Our organization is committed to including voices of those varying in abilities, ages, ethnicities, gender identities & expressions, races, religions, sexual orientations, and socioeconomic backgrounds.

Position Concept:

The Event Coordinator is responsible for the administration and management of all Front of House (FOH) operations. This position manages and coordinates all personnel, activities, and operations in the Front of House (FOH) spaces, including ticketed performances, special events, and rentals.

During the time that this individual is not preparing, organizing, and operating FOH, this position will be responsible for providing operational and administrative support to the Hospitality Team. The coordinator works collaboratively with team members to ensure that external guest experience at the Center is an exceptional one.

Duties and Responsibilities:

The duties of this position include, but are not limited to:

- Work with Volunteer Manager to ensure sufficient volunteer ushers are procured for events.
- Ensure volunteer ushers are properly trained in Center emergency and ticketing policies.
- Ensure volunteer ushers receive proper DEIA training.
- Manages the volunteer team in the Front of House areas.
- Maintain supplies and uniforms for volunteer staff.
- Ensure high-quality service is bestowed upon all guests at each Center touch point.
- Clearly communicate event requirements to all necessary staff and ensure the needs

POSITION ANNOUNCEMENT/DESCRIPTION

Midland Center for the Arts

Midland, MI

are being accommodated, as requested.

- Work with internal departments to ensure show requirements are implemented in Artifax, the Centers internal logistics software.
- Ensure subscriber and donor touch point plans are communicated and executed properly by ushers.
- Gain familiarity with the Center to create efficient methods and determine best practices for ticket taking, way finding, program distribution, and guest safety.
- Oversee all FOH emergencies, including evacuation of guests and documentation of all incidents.
- Report and follow through on any safety and/or service incidents for Front of House.
- Assist with the coordination for Front of House support for special events.
- Assure the preparation and use of FOH spaces for all ticketed events and rentals.
- Work with Ticket Office management and Director of Facilities to ensure the Center is following ADA guidelines, and continue growing ADA knowledgebase.
- Handle guest complaints in a professional, proactive, and timely manner, and when appropriate defer to the corresponding staff leader.
- Coordinate with other departments, including Production, Food and Beverage, Ticket Office, Development and Facilities to ensure the success of event.
- Work with visiting artists to assign someone to sell merchandise and distribute sales based on percentages stipulated in the contract.
- Escort guest artist to any pre-post show receptions, when applicable.
- Oversee implementation of VIP experiences when dictated by guest artist contract.
- Support the overall administrative planning, direction, and policy implementation among volunteer FOH team.
- Provide administrative support in handling external rentals and events.
- When assigned, assist with the planning and execution of select events.
- Creates badges for volunteers.
- Attend all required meetings and trainings including, but not limited to, HR trainings, IT trainings, and DEIA trainings.
- Other duties as assigned.

Preferred Knowledge and Experience:

- Maintains a high level of guest service experience.
- Ability to quickly learn basic technology systems utilized for ticketing and logistics.
- Fluency or aptitude in Microsoft Word and Excel.
- Quick-thinking and problem-solving skills.
- Ability to learn, understand, and comply with various laws and policies including Americans with Disabilities Act (ADA).
- Strong verbal communication skills.
- Ability to thrive in a fast-paced environment.
- Ability to multi-task effectively.

Special Conditions of Employment

- This position requires the ability to work a variable schedule including evenings, weekends, and nights to meet operational needs.
- Must be able to lift and carry up to 30 lbs.
- Must be able to stand for extended periods of time and navigate stairs.