

## **Patron Experience and Volunteer Manager**

### **Organizational Summary**

The Arvada Center for the Arts & Humanities celebrates and elevates the human condition with engaging arts, humanities, education, and entertainment that expand the cultural landscape for everyone. The Arvada Center strives to create and maintain an inclusive and welcoming environment for all artists, actors, staff, volunteers, and patrons.

### **Position Summary**

Reporting to the Director of Individual Giving and Patron Experience, the Patron Experience and Volunteer Manager is responsible for front-of-house staff and volunteers, and implements customer-service strategies that develop positive, loyal relationships with patrons.

### **Responsibilities**

#### Patron Experience (40%)

- Collaborates with Advancement and Programming staff on the creation and implementation of a vision for an outstanding patron experience
- Oversees set-up and management of front-of-house operations for all Arvada Center public facing events including Main Stage, Black Box, Amphitheater, Galleries and Education programs.
- Advocates for patron experience needs to colleagues and senior leadership
- Collaborates with the Advancement team to gather and analyze feedback, utilizing data to improve staff communication and training for an enhanced patron experience
- Establishes measurement methods and systems to assess satisfaction and drive continuous improvement of patron services
- Follows up and resolves questions or incidents in the House Manager reports and records individual patron issues in the ticketing system
- Coordinates with Advancement and Programming staff in matters of patron services and safety for all Arvada Center programs
- Oversees flow of patrons throughout the entire building, working with programming staff to ensure safety and alignment
- Ensures the ambiance, appearance, and general condition of all patron accessible areas of the Center
- Coordinates with Stage Management and Box Office staff to ensure quality controls and smooth running of all programming events
- Evaluates house management policies and procedures and proposes changes for review
- Manages and trains volunteer usher staff and part-time House Managers on Duty for all public programs
- Designs and runs monthly reports in Volgistics to summarize all volunteer hours for entry into Tessitura
- Develops and revises usher volunteer handbook as needed

- Establishes and implements emergency closure procedure for notifying ushers and House Managers on Duty
- Acts as House Manager when needed in the schedule
- Coordinates with Advancement as necessary to ensure that marketing materials, programs inserts and/or surveys are available for patrons
- Maintains inventory and compliance of usher and FOH equipment (flashlights, ear plugs, bolos, name badges and ALD's) and all patron related safety equipment
- Is on site to support House Managers on Duty for all Opening Nights for Theatrical Season
- Serves on the Safety Committee and communicates safety plans, rules, and regulations to all front of house

#### Volunteers (40%)

- Develops and implements a comprehensive Strategic Plan for Volunteer Services
- Develops and implements comprehensive volunteer recruitment, selection, and recognition programs for approximately 400 volunteers in defined programs and multiple special assignments
- Coordinates all selection and processes for new volunteers, including ensuring all persons background checked and meet the requirements of the program
- Provides formal orientation and tours of the Center for new volunteers
- Coordinates volunteer assignment to programs including being physically present to support programing and development staff with volunteers
- Coordinates usher volunteer program consisting of over 150 volunteers which includes scheduling shifts, setting policies and procedures, and on-going training and communications
- Manages volunteer databases including Tessitura and Volgistics systems
- Initiates and coordinates all communication with volunteers through meetings, volunteer newsletter, e-mail, posting information, mail or phone, as required
- Responsible for accuracy of volunteer hours tracking on a monthly basis for benefits eligibility and recognition, and monitors hours for meeting requirements of the program
- Manages all volunteer recognition events and open forum meetings
- Resolves volunteer issues and concerns

#### Accessibility (20%)

- Maintains accessibility equipment
- Manages the GalaPro subtitle accessibility program
- Schedules One-on-One Aids for Education
- Schedules and manages ASL performances, Shadow Interpreted Performances, Sensory Friendly Performances, and audio describers
- Develops and grows relationships with partner organizations and other service organizations to increase audience participation in Accessibility offerings
- Serves as Arvada Center expert for accessibility policies, procedures and compliance

### **Skills and Competencies**

- Minimum three (3) years in management position in customer service, fundraising, hospitality, or customer experience
- Ability to cultivate lasting relationships
- Experience delivering exceptional customer service
- Outstanding and positive leadership skills, demonstrating the ability to organize and direct the activities of a wide range of staff and volunteers
- Ability to accept and learn from feedback, experiences, and mistakes
- Exhibits independent, professional judgment under pressure while consistently maintaining a professional image and demeanor
- Proficiency with Microsoft Office suite and Google Workspace required.
- Experience with Tessitura or other CRM software is a plus
- Knowledge of ADA regulations for public assembly
- Ability to work an on-site, flexible schedule that includes evenings, weekends, and some holidays
- Passionately supports, understands and can communicate the Arvada Center's mission
- Must possess the ability to relate to diverse communities, including: people of all ages, people with varying physical and cognitive abilities, and people from a variety of ethnic, cultural, educational, religious and political backgrounds
- Enthusiastically incorporates Inclusion, Diversity, Equity, Access into their work
- Willingness to be First Aid and CPR trained and certified

Other reasonable duties as assigned

### **Compensation**

This is a full-time, exempt position earning an annualized salary range of \$62,000-\$67,000, in addition to a benefit package including health, dental, vision insurance plans, term life and accident policies, 401k retirement plan, flexible spending plan, paid time off, and more.

The Arvada Center for the Arts and Humanities is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. We do not discriminate against applicants or employees based on age, race, sex, color, religion, sexual orientation, gender identity, national origin, genetic information, disability or any other status protected by state or local law. Candidates from traditionally marginalized communities are especially encouraged to apply.

**Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.**

**Application Instructions**

Send an email with your resume and cover letter as PDF to [jobs@arvadacenter.org](mailto:jobs@arvadacenter.org) . Please put the job title in the subject line of your email. \*Note, applications without a cover letter will not be considered.