Job Description

Job Title: Resident Company Services Coordinator
Department: Facility Sales and Services
Reports To: House and Volunteer Services Manager
FLSA Status: Exempt, salary

Company description
The Tobin Center will transform performing arts in San Antonio delivering a world-class venue and world-class performances for everyone. The Tobin will strive to excite all ages, cultures, lifestyle and income levels with performances by many different artists and performers.

The Tobin Center for the Performing Arts’ mission is to provide state-of-the-art facilities and services in support of its major tenants: the Symphony, the Opera, the Ballet and other non-profit performance companies. To be self-supporting, The Center will also present commercial programming and rent facilities to for-profit organizations.

The Tobin Center is a new facility, currently under construction. It incorporates the front façade of the historic San Antonio Municipal Auditorium. Construction began in the summer of 2011 and is expected to be completed by late spring of 2014. A full season of programming is planned for the 2014/15 season.

The completed facility will comprise three venues:
- A 1759-seat / 2100 Standing room only floor performance space with hall acoustics, adjustable for both acoustic and amplified music presentations. The main floor is convertible from traditional theatrical seating to a flat floor capable of seating 600 or more for a banquet or cabaret style concert seating.
- A 250-seat studio theater with numerous flexible seating arrangements.
- An exterior venue along San Antonio’s famous River Walk, for plaza casts, film festivals, and receptions.

Position Summary

Work with the House and Volunteer Services Manager to organize and manage all resident company events including the advancement of the event and the front of house management during performances. To provide leadership and direction in the implementation of logistical details for resident performances.

Essential Duties and Responsibilities

General

Responsible for timely, accurate document flow for all presented and/or produced events.

- Review guest artist riders and provide timely estimates of expenses, as requested.
- Prepare and facilitate the routing, execution and timely return of event contracts, seeking input and approval from appropriate parties, including but not limited to finance, programs and front-of-house.
• Assist with show advances for resident companies.
• Manage and train volunteers and patron services coordinators during performances to insure an excellent patron experience.
• Schedule volunteers and patron services coordinators for events.
• Assist with fulfillment of contract/guest artist rider requirements.
• Successfully execute presented events as assigned.
• Other duties may be assigned.

Administrative Duties and Responsibilities

• Continually review calendar details to assure all aspects of the event are in order (load in, start time, etc.).
• Work closely with Technical Director and resident companies regarding all stage and production details.
• Responsible for the proper staffing of resident events based on ticket sales and guest artists.
• Process bills for payment and merchandise settlements.
• Complete house management reports after performances.
• Exhibit overall understanding of how the institution operates and a global view as to how each area of Programs contributes to the development of the annual schedule of events.
• Works variable schedule of hours as required.
• Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: four-year College or technical school degree; two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, comprehend and write detailed instructions and correspondence. Ability to effectively present information to customers and clients.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet, Excel, Word and Outlook. Knowledge of Audience View and / or Ungerboeck a bonus.

Other Skills and Abilities: Excellent written, verbal and interpersonal communication skills. Ability to prioritize multiple responsibilities and to work under deadlines.

Other Qualifications: Prior work experience in event management or performing arts is desirable.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Theater/entertainment field a plus. Collaborative personality who is a team player.
**Competency**

To perform the job successfully, an individual should demonstrate the following competencies:

1. **Customer Focus** - Incumbent’s interaction with internal and external customers. Requires putting yourself in the customer’s place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.

2. **Representation of The Center** - Contributes to and promotes a positive image of The Tobin throughout all areas of responsibility.

3. **Job Knowledge** - Understands the duties, methods and procedures required by the job.

4. **Teamwork** - Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.

5. **Communication** - Commitment to employing and promoting effective written/verbal communication as well as attention to content and process, and positive communication with staff, vendors, patrons and external customers.

6. **Management of Resources** - Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.

7. **Technical Knowledge** - Individual’s ability to demonstrate the specific skills necessary to the position using procedures, tools and equipment necessary to accomplish work.

8. **Dependability & Time Management** - Organizes work well and uses time effectively; attendance & punctuality fall within standards. Takes responsibility for actions and accepts responsibility for mistakes. Follows through on assignments despite setbacks; shifts priorities when necessary.

9. **Initiative** - Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.

Links:  [www.tobincenter.org](http://www.tobincenter.org)

Communication:
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