



Position Title: Guest Services Supervisor
Reports To: Director of Facilities
FLSA Status: Permanent | Non-Exempt – About 20% Fixed Hours and 80% Varied Hours, including weekend, evening and some overnight work. This position is annually subject to a 4 to 6-week furlough.
Salary Range \$14.40 – \$18.40 / Hr. plus benefits
Date: April, 2021

JOB SUMMARY:

To provide guest supervision and operations skills & expertise to the Facilities Department enabling the Clemens Center's scheduled events and activities to be conducted in a safe, efficient, and professional manner. To promote an environment that ensures patrons and other visitors feel welcomed to the Center, and that they have an all-around positive experience before, during, and after an event.

ESSENTIAL FUNCTIONS:

House Supervision during Events

- Implement organization policies and procedures as they relate to front of house operations involving public events/ activities pre-set house for opening: audience control ropes, check for safety hazards in aisles and stairs
- Coordinate special seating requirements, wheelchair locations, reserved rows or sections
- Assign roles for volunteers appropriate to their skill level and training development needs.
- Coordinate FOH security personnel assignments with tour management
- Coordinate house open and curtain times with stage management
- Conduct meeting with ushers and ticket takers prior to house open and as otherwise needed
- Supervise seating of patrons, resolve seating problems, and signal curtain times in lobby
- Coordinate response to FOH medical emergencies
- Maintain and update FOH manual
- Organize playbill/program distribution including program inserts as required.

Catering and Artists Services

- Execute contractual requirements of touring artists for Center presentations
- Identify requirements for catering, hospitality, dressing room amenities, backstage security personnel, runners, and secure appropriate caterers, vendors, and security staff, and coordinate the fulfillment of these requirements by working in teamwork with other members of the Facilities Department,
- Coordinate lobby equipment set-up with Facilities Coordinator or Stage Management



- Assist outside users of the Center requiring catering and artist services by identifying available equipment and reviewing procedures for set-up and clean-up.
- Ensure that catering supplies are on site and properly stored.

Promoter Merchandise

- Facilitate sales of merchandise by touring artist's personnel or agents (T-shirts, CDs, DVDs, books, etc.)
- Advance contact with tour merchandiser to ensure compliance with NY sales tax
- Communicate State tax requirements and confirm negotiated house percentages in artist contracts.
- Coordinate location of merchandise on premises, including any storage or prep space needed
- Coordinate settlement with merchandise vendors following performance(s) and prepare bank deposit of Clemens Center's commission
- Maintain DTF 728, 729PC, and 730 documents with NY state tax authority and venue records.

Volunteer Coordination

- Organize and maintain a corps of volunteer ushers, ticket takers, and patron services personnel, who provide oversight of: Facility Tour Programs, Coat Check Services, Assisted Listening Device Loan Program, Accessibility Corps (*), Passenger Loading Zone, & Lost & Found.
- Recruit and train volunteers, maintain volunteer work details for shifts and roles worked, periodically review and maintain policies and procedures involving FOH staff
- Communicate FOH staffing needs based upon event schedule, and maintain schedule and attendance of volunteer staff
- Establish and maintain volunteer recognition program to reward outstanding customer service
- Oversee the safety and security of the volunteer group

(*) The purpose of an Accessibility Corps is to provide additional service to guests with disabilities.

Non- Performance Activities

- Coordinating with Director of Facilities, provide staff coverage for building activities including rehearsals, private parties, meetings, etc.
- Open and close facility (door locks, lights. HVAC (in MH) during the activity's contracted access times
- Coordinate with activity sponsor(s) to provide equipment (chairs, tables, etc.) and supervise use of facilities and equipment
- Coordinate historical tours of the building during "dark" days and over the summer.
- Coordinate scheduling, parking arrangements, and any set-ups or amenities for such tours
- Provide active participation in Organization's fundraising activities that take place on premises.



General Administrative duties

Data Input, Accounting and Reporting Functions:

- Maintain written (paper and/or computerized) records of all work activities.

Staff Supervision Function

- Conduct one-on-one training annually for volunteers and ensure annual anti-sexual harassment training is completed per NYS requirements

Financial Accountability

- Ensure work is completed in a timely and economical fashion.

Physical Plant and Safety

- Ensure equipment is maintained in safe and clean conditions.
- Be aware of and comply with contract requirements and customers' needs such as security and safety.

Contacts with Others

- Communicate volunteer performance concerning work expectations.
- Handle all customer contacts with the utmost professionalism.

Talent Management

- Create a learning environment, allowing the organization to meet future challenges.
- Provide the necessary resources to volunteers enabling them to perform their work

Additional Functions

- Represent the Clemens Center in a professional manner to businesses we serve and to potential customers, and exhibit a "Lead by Example" work ethic.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- The person in this position will display the ability to learn and master any and all workflow systems, computerized or otherwise, in use by Clemens Center throughout their employment.
- The person in this position exhibits conscientiousness, dedication, self-discipline, and a sense of responsibility.
- The person in this position can work independently with limited supervision, take initiative and prioritize multiple assignments with attention to detail and deadlines in a high volume, stressful environment.
- The person in this position can establish effective relationships and work in a team environment to meet team and company goals.
- The person in this position has knowledge of Microsoft Office software
- The person in this position has good written and verbal communication skills, possesses leadership skills and an ability to get along with others.



- This position requires excellent customer service and the ability to exhibit poise, clarity, and self-control in stressful, ambiguous, or emotionally demanding situations.
- Maintain current basic first-aid credentials including use of AED

COMPETENCIES

- Technical Capacity.
- Personal Effectiveness/Credibility.
- Thoroughness.
- Collaboration Skills.
- Communication Proficiency, including confident, efficient use of 2-way radios.
- Flexibility.
- Customer Service Skills
- Initiative.
- Leadership.
- Time Management.
- Decision Making.
- Organization Skills.
- Cash handling skills
- Ability and license to drive a passenger vehicle
- Ability to use a two-way radio
- Ability to operate ticket verification and counting devices
- Punctuality

WORK ENVIRONMENT

This job operates in a professional office environment, but must also be prepared to function in a working backstage environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines, as well as 2 ways radios.

POSITION TYPE AND ANTICIPATED HOURS

This is a permanent, non-exempt position. Days and hours of work will vary based on the needs and schedule of the Clemens Center, however a certain number of fixed Office Hours are to be expected and adhered to. This position is budgeted to compensate the employee for between 1840 and 2080 straight time hours per year, and is considered full time with regard to the Affordable Care Act.

TRAVEL REQUIREMENTS

Limited travel to purchase supplies, or as directed by Supervisor. Must maintain valid driver's license and have reliable, registered and insured transportation at the employee's disposal.



REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree (BA in Theater preferred)
- Minimum 2 years' experience in theatre operations, restaurant or other hospitality
- Minimum 2 years' experience working with volunteers
- Strong communication skills, both oral and written.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Other duties as assigned.

PHYSICAL DEMANDS

This position requires being on one's feet, walking, and climbing steps for hours at a time. Must be able to lift 10 lbs. regularly, up to 20 lbs. occasionally. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATIONS

For consideration, a cover letter and resume with 3 work references should be submitted to employment@clemenscenter.org by May 10, 2021.



Position Title: **Production Services Supervisor**
Reports To: Director of Facilities
FLSA Status: Permanent | Non-Exempt – About 20% Fixed Hours and 80% Varied Hours, including weekend, evening and some overnight work. This position is annually subject to a 4 to 6-week furlough.
Salary Range \$14.40 – \$18.40 / Hr. plus benefits
Date: April, 2021

JOB SUMMARY:

To provide the primary production supervision and technical theater expertise / skills to the Facilities Department enabling the Center's scheduled events and activities to be conducted in a safe, efficient, and professional manner.

ESSENTIAL FUNCTIONS:

Stage Use Supervision

- Provide direct supervision of stage operations involving event activities
 - coordinate space usage along with Director of Facilities
 - be familiar with event contracts and technical riders
 - contact road management and coordinate tech advance for events involving all necessary Clemens staff.
 - schedule work calls with Union Local 289 business agent and or shop steward
 - facilitate and coordinate the acquisition of rented/ borrowed equipment for Center events
 - coordinate stage preparation for large-scale events
 - function as presenter's primary contact from time of load in until time of load out
 - arrange for cuing for productions without traveling stage manager
 - coordinate house open and curtain times with Guest Services Manager
 - create and verify Local 289 stagehand bills following events
 - maintain SOPs, safety inspection logs, and other documentation in physical and digital formats
 - familiarize touring crews with location of electrical hook-ups, FOH positions, audio hook-ups, dressing room layout, etc.

Technical Direction

- Provide direct supervision of technical operations involving event activities
 - set-up, operate, and maintain stage equipment and systems or direct others to do so
 - review and advise technical needs with rental representatives
 - maintain tech supplies working with the Facilities Coordinator
 - maintain and periodically update Center Technical specifications and floorplans
 - Supervise the hanging, patching, and rough focusing of incoming light plots
 - assist local organizations in the use of Center's stage equipment



General Administrative

- Schedule and supervise IATSE stage techs
 - assign and coordinate techs' tasks and work load
 - prepare timely work schedules based upon level of event activity, that are posted and shared with affected staff at least 2, and preferably 3 weeks before the date of work call.
 - review time-keeping records for accuracy and approve as necessary.
 - conduct annual evaluation of staff stage tech
- Make recommendations for stage repair and maintenance, tech supplies, and capital projects for annual budgets
- Assist in contract negotiations with Local 289 as requested by Director of Facilities

Financial Accountability

- Ensure work is completed in a timely and economical fashion.
- Accurate inventory and reporting requirements

Physical Plant and Safety

- Participate in Organization Safety Initiatives
- Ensure equipment, buildings and grounds are maintained in safe and clean conditions.
- Be aware of and comply with contract requirements and customers' needs such as security and safety.
- Perform workplace safety audits and ensure workplace safety training
- Assist in any workplace accident investigation or worker's compensation investigations.

Contacts with Others

- Handle all customer contacts with the utmost professionalism.

Additional Functions

- Represent the Clemens Center in a professional manner to businesses we serve and to potential customers, and exhibit a "Lead by Example" work ethic.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- The person in this position will display the ability to learn and master any and all workflow systems, computerized or otherwise, in use by Clemens Center throughout their employment.
- The person in this position is required to learn and master all job related / company provided proficiency training, such as OSHA-10 (or higher) and First Aid / CPR / AED.
- The person in this position exhibits conscientiousness, dedication, self-discipline, and a sense of responsibility.
- The person in this position functions successfully with limited supervision.
- The person in this position can work independently, take initiative and prioritize multiple assignments with attention to detail and deadlines in a high volume, stressful environment.



- The person in this position can establish effective relationships and work in a team environment to meet team and company goals.
- The person in this position has intermediate computer skills and software programs.
- The person in this position has good written and verbal communication skills, possesses leadership skills and an ability to get along with others.
- This person must be able to work independently and manage multiple projects.
- A person in this position must demonstrate management, organization, and leadership skills.
- This position requires the ability to exhibit poise, clarity, and self-control in stressful, ambiguous or emotionally demanding situations.

COMPETENCIES

- First Aid/CPR/AED Currency
- Job Related OSHA Certifications
- ANSI Approved MEWP Training
- Technical Capacity, especially as related to Performance Arts
- Personal Effectiveness/Credibility.
- Thoroughness.
- Collaboration Skills.
- Communication Proficiency, including confident, efficient use of 2-way radios.
- Flexibility.
- Customer Service Skills.
- Initiative.
- Leadership.
- Time Management.
- Decision Making.
- Organization Skills.

WORK ENVIRONMENT

This job operates in a mixed office and working stage environment. As such, the person in this job is expected to wear clothing that keeps them prepared to encounter the various potential hazards that are presented in this environment.

POSITION TYPE AND ANTICIPATED HOURS

This is a permanent, non-exempt position. Days and hours of work will vary based on the needs and schedule of the Clemens Center, however a certain number of fixed Office Hours are to be expected and adhered to. This position is budgeted to compensate the employee between 1840 and 2080 straight time hours per year, and is considered full time with regard to the Affordable Care Act.



TRAVEL REQUIREMENTS

Limited travel to purchase supplies, or as directed by Supervisor. Must maintain valid driver's license and have reliable, registered and insured vehicle at employee's disposal.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree (BA in Theater preferred), preferred Technical Theater
- Basic understanding of budgeting and record keeping
- Strong communication skills, both oral and written.
- Minimum 2 years' experience in professional stage operations and technical direction

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Other duties as assigned.

PHYSICAL DEMANDS

This position requires being on one's feet, walking, and climbing steps for hours at a time. Must be able to lift 10 lbs. regularly, up to 20 lbs. occasionally. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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