

# Wallis Annenberg Center for the Performing Arts

## Audience Services Manager

### ABOUT US

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The Wallis Annenberg Center for the Performing Arts is a dynamic cultural hub and community resource where local, national and international artists share their artistry with ever-expanding audiences. The campus, located in the heart of Beverly Hills, CA, is committed to robust and distinctive presentations and education programs curated with both creativity and social impact in mind. Distinguished by its eclectic programming that mirrors the diverse landscape of Los Angeles and its location in the entertainment capital of the world, The Wallis has produced and presented more than 275 dance, theater, opera, classical music, cinema and family programs since its doors opened in October 2013. Hailed as “au courant” (*LaLa Magazine*), The Wallis was lauded by *Culture Vulture*, which proclaims, “If you love expecting the unexpected in the performing arts, you have to love The Wallis.” Its programming has been nominated for 48 Ovation Awards and seven L.A. Drama Critic’s Circle Awards.

The campus itself, a breathtaking 70,000-square-foot facility celebrating the classic and the modern, has garnered six architectural awards. Designed by acclaimed architect Zoltan E. Pali (SPF:architects), the restored building features the original 1933 Beverly Hills Post Office (on the National Register of Historic Places), which serves as the theater’s dramatic yet welcoming lobby, and includes the contemporary 500-seat, state-of-the-art Bram Goldsmith Theater; the 150-seat Lovelace Studio Theater; an inviting open-air plaza for family, community and other performances; and GRoW @ The Wallis: A Space for Arts Education, where learning opportunities for all ages and backgrounds abound. Together, these elements embrace the city’s history and its future, creating a performing arts destination for L.A.-area visitors and residents alike. The Wallis Annenberg Center for the Performing Arts is led by Chairman of the Board Michael Nemeroff, Executive Director & Chief Executive Office Rachel Fine and Artistic Director Paul Crewes.

### ABOUT THE JOB

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The Audience Services Manager will create and sustain a dynamic customer experience for patrons, visitors and guests of The Wallis by providing a welcoming, safe/secure, accommodating and memorable experience. This position is responsible for recruiting, training and motivating a strong team of ushers, volunteers and event personnel.

If you are forward-thinking, committed, innovative, motivated and resourceful with a passion for the arts, and thrive in a fast passed environment, this is the opportunity for you!

### WHAT YOU’LL DO

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#### Front of House Operations

- Manage the operations of the Front of House: house management, ushers, volunteers and events as well as collaborate with third party food and beverage (F&B) staff and vendors.
- Ensure quality recruitment, training, workplace culture, and morale of paid and unpaid staff. Maximize productivity by maintaining appropriate staffing levels.
- Provide relevant and updated operating procedures and training manuals for house management including pre and post-event checklists.
- Coordinate with Production, Rentals, Development, Operations and Education departments to ensure that all event logistics are accurate.
- Oversee Front of House set up, event activity, break down, and clean up requirements of all scheduled events. Ensure related signage, access, security, and guest services are in place and meet The Wallis customer service standards.
- Work closely with the General and Operations Managers to ensure patron safety and security. Assume a leadership role in the planning and scheduling of emergency response training and drills. Provide input and support for emergency procedure development, bus transportation safety, and curb management.
- Act as Front of House Manager a minimum of twice per week and two weekends per month and as needed.
- Manage the Front of House response to emergency and security incidents following emergency response procedures.
- Courteously resolve customer service concerns and complaints as they relate to Front of House issues.

- Coordinate the sale of and proper accounting for artist merchandise including bank runs/deposits.

### **Administrative**

- Responsible for all reporting related to Front of House, F&B, inventories, reconciliation, and house staff payroll processing.
- Create, manage and approve Front of House staffing and expense allocations. Responsible for event duty scheduling. Develop departmental budget to achieve goals, forecasts and future planning needs.
- Participate in use of selected event management software to provide improved communication for Front of House and event planning. Provide House Manager training in use of the software.
- Attend weekly meetings, conduct pre-show, regularly scheduled staff meetings and training.
- Work closely with the General Manager to establish an ongoing Customer Service and ADA program to continuously improve customer services and accommodations for patrons with special needs.
- Work with consultants and professional resources to improve services and achieve customer service goals.
- Provide an annual report on Front of House audience activities and results, Front of House operations and food and beverage operations. Include analysis of customer surveys, F&B revenues, costs, profits, incident prevention and trends, emergencies/threats.

### **SKILLS & EXPERIENCE NEEDED**

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- 2-3 years of hands on, live theater Front of House experience (preferable in a performing arts center).
- Bachelor's degree level of education or equivalent experience.
- Ability to deal discreetly and sensitively with disruptive or dissatisfied patrons.
- Passion for delivering exceptional customer service, and proven ability to provide outstanding customer service standards which exceed the customer's expectations.
- Strong leadership and staff relations skills with demonstrated ability to train, motivate and inspire staff while fostering a team environment.
- Possess knowledge of state, federal and local business codes applicable to assembly occupancy and the American Disabilities Act Guidelines as applied to assembly occupancy facilities and persons with disabilities.
- Experience in issues of equity, access, and inclusion.
- Ability to work a flexible schedule that includes evenings, weekends, and some holidays.
- Able to work calmly under tight deadlines in a fast-paced environment and respond gracefully to high-pressure situations; effectively multitasking to achieve results, show initiative and plan ahead.
- Previous Tessitura experience and/or knowledge of computerized CRM software and scanners preferred.
- Familiarity with MS Office Suite with particular proficiency in Excel preferred as well as familiarity with Google Docs, Forms and Apps.
- CPR/AED certification (The Wallis can facilitate).

### **BENEFITS**

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This is a full-time position with 100% paid medical benefits, including dental, vision and life insurance (\$25,000) for the employee, paid vacation, personal and sick days, 401k and paid parking. Complimentary tickets are occasionally available for some events or productions at The Wallis.

### **HOW TO APPLY**

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Please email resume and three references to [jobs@thewallis.org](mailto:jobs@thewallis.org) and include Audience Services Manager in the subject line. **No phone calls please.**

The Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer committed to diversity and encourages applicants of any age, national origin, race, ethnicity, religion, sexual orientation, political affiliation, or gender.