

Wallis Annenberg Center for the Performing Arts

Audience Services Manager

ABOUT US

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 through robust and distinctive presentations and education programs curated with both creativity and social impact in mind. The campus is a breathtaking 70,000-square-foot facility celebrating the classic and the modern and has garnered six architectural awards. 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 and an inviting open-air plaza for family, community and other performances.

Although The Wallis will not re-open its indoor theater prior to October 2021, The Wallis team will be active and imaginative while our indoor theaters remain closed. We will continue to provide outdoor programming in our temporary outdoor performance space this Summer, and continue to offer virtual educational programming, to continue to engage our beloved patrons.

GRoW @ The Wallis, The Wallis education department, continues to thrive with its new virtual classrooms and wide array of programs for people of all ages, remaining an especially important source of arts education and human connection during this time of isolation. The fall sessions of its popular *Staged Stories* and *Beyond Words* programs sold out with a long waiting list in less than a day.

ABOUT THE JOB

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. This position gives direction to the front of house team, evaluates job performance of House Managers and provides them feedback on Ushers' job performance, disciplines front of house staff when needed, and exercises independent analysis and judgement of real-time audience services situations, consulting the General Manager as needed.

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

WHAT YOU'LL DO

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. Directly supervise, coach and manage performance of House Managers and indirectly supervise Ushers and Volunteers.
- Give direction to front of house team, evaluate the job performance of House Managers and provides feedback on Ushers' job performance to House Managers, disciplines front of house staff when needed and exercises independent analysis and judgement of real-time audience services situations, consulting the General Manager as needed;
- Lead the hiring process for Ushers, which includes conducting job interviews, making hiring selections, working with Human Resources to distribute job offers;
- Write schedules for the front of house team;
- 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 Manager 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;
- The Wallis is a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties, as assigned.

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

- 2-3 years of hands-on, live theater Front of House experience (preferable in a performing arts center);
- Bachelor's degree level of education preferred, or equivalent professional 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

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

Please email resume and three references to 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.