



## Front of House Coordinator – Position Description

The Bozeman Symphony is looking for a part-time Front of House Coordinator. Each concert season the Symphony presents a repertoire of symphonic and choral music performed for the benefit of individuals, students, and musicians in south-central Montana. Performances and events include a series of classical subscription concerts, performances aimed at engaging and attracting new audiences under the umbrella of “*Bozeman Symphony Presents*,” and *Current Commotion* – an experimental music series that allows the Bozeman Symphony to be on the cutting edge of our industry, and a strong desire to increase our summertime music presence. The Bozeman Symphony Orchestra and Symphonic Choir have established themselves as significant cultural icons in Montana, whose history is marked by artistic excellence.

**General Summary:** The Front of House Coordinator is responsible for the planning and execution of the Symphony’s “Front of House” activities for all performances and events. Responsibilities include the coordination and supervision of “Front of House,” and maintaining a reliable and diverse group of volunteers including recruiting, training, and supervision of volunteer activities at all concerts and events. This position is a member of the BSO marketing team and works closely with the General Manager and all administrative staff of the Bozeman Symphony.

### Breakdown of Duties and Responsibilities

Front of House Coordination:

- Manage and coordinate all aspects of the “Front of House” for concert performances at Willson Auditorium, special events at varying locations, and support at annual development events requiring volunteer support.
- Manage all volunteer communications, job descriptions, training, assignments, and supervision at performances and events to ensure coverage.
- Maintain familiarity and knowledge of the organization’s volunteer operating policies.
- Arrange for the appropriate number of volunteers at performances and events.
- Maintain a positive and friendly environment that aims to provide an exceptional volunteer experience that attracts and retains dependable volunteers. Be comfortable motivating individuals to take part in the volunteer program.
- Regularly recruit volunteers through community events and resources, appropriate media, and orientation meetings.
- Coordinate annual volunteer appreciation initiatives and look for volunteer recognition opportunities (such as thank you notes, awards for special achievements or service, acknowledgment of birthdays, anniversaries, etc.)

- Create and maintain volunteer files, database, and other relevant information such as dates to be recognized, current address, emergency information, current phone numbers, and areas of interest or ability. Track and record volunteer hours performed.
- Oversee general set-up and tear-down of activities related to “Front of House,” at concert performances, and post-concert receptions.
- Secure and place food orders related to concessions; procure the appropriate number of concession items working with vendors as approved; assign and train the appropriate number of volunteers to work concessions during events, setting up concession items for display and appropriate signage; supervise concession sales picking up all monies at the end of the event.
- Serve as the team lead to proactively find solutions related to “Front of House” during performances and events, such as security, customer service, and safety issues.
- Coordinate rush ticket sales with the box office manager; determine locations and schedule the appropriate number of volunteers for ticket sales; pick up all monies at the end of rush ticket sales.
- First business day following each concert or event, follow up on all issues related to “front of house” in coordination with administrative staff.

#### Office Work:

- Assist the General Manager in related work as assigned.
- Support administrative team by answering phones, answering questions related to performances and events, and selling tickets to performances and events using the AudienceView ticketing management software.
- Build strong relationships with the Symphony’s community of musicians, volunteers, board members, patrons, donors, and education, business, and nonprofit partners.

#### Requirements

- A college degree or equivalent experience with 1-3 years previous experience in organizing and coordinating events.
- Team player with effective communication skills, both oral and written, and organizational abilities.
- Availability to work concert weekends and special events.
- Ability to oversee multiple projects from beginning to end with a high degree of accuracy and exceptional attention to detail.
- Ability to be a self-starter, learn quickly, problem solve, and possess a “can-do” attitude.
- Strong computer skills with proficiency in MS Office (Excel, Word, Outlook).
- Ability to provide exceptional customer service.
- Must occasionally lift and/or move up to 30 pounds.
- Position requires a valid US driver’s license and possess a vehicle that can be used for work purposes.

#### Preferred Qualifications

- Professional experience in arts administration.
- Passion for arts and classical music.

**Compensation: \$30,000**

**Job Type:** 30-hour a week, Part-time, salaried exempt

**Hours:** A weekly part-time schedule that will fall between 9:00 a.m. – 5:00 p.m. Monday – Friday, PLUS availability to oversee setup for events and concerts that may take place in the evenings and on weekends. Adjustments to the schedule will be approved by the General Manager (see flexible schedule below)

**Benefits:** 2-week Paid vacation; paid holidays (including Fridays off following performance weekends at Willson Auditorium); paid sick days; Medical, dental, and vision insurance; Simple IRA after one year; complimentary tickets to performances and events (when available); flexible schedule (when available).

*The Bozeman Symphony is an Equal Opportunity Employer.*