EVENT SERVICES SPECIALIST –
VISUAL AND PERFORMING ARTS CENTER (VAPAC)

DEFINITION

Under the direction of the Executive Director of the Visual & Performing Arts Center (VAPAC), coordinates facility rentals, front-of-house operations and the VAPAC’s volunteer program.

TYPICAL DUTIES

Acts as primary contact for facility rental inquiries from student organizations, campus departments, community organizations, commercial promoters and other users of the VAPAC; prepares and distributes facility rental information and marketing collateral for potential users; collects contact and event information for proposed events; meets with potential facility users and provides tours of the facility in support of event planning; confirms availability of dates and obtains approvals for proposed events with Executive Director. Oversees the timely and accurate generation, distribution, tracking and processing of facility rental agreements; maintains the VAPAC’s master schedule/calendar and facility user database for rental activity; consults and coordinates with appropriate departments to prepare estimates of personnel, equipment, and material needs for events with related expenses; manages, tracks and ensures timely and full compliance of facility users with rental agreements in the areas of deposits, insurance certificates, contract signing, deadlines, etc. Contacts facility users to ascertain and/or confirm the specific front-of-house requirements and staffing needs of their events, and prepares written documents to summarize and communicate these discussions; coordinates front-of-house requirements. Works with facility user and other college and VAPAC staff, to smoothly and successfully execute events; coordinates the timely and accurate disbursement and distribution of event related information and facility usage details to appropriate individuals, departments and service providers to ensure appropriate and complete coverage for events; works with front-of-house service providers to ensure coordination, clear communication lines and continuous improvement of operations. Ensures that all events and activities have proper and adequate front-of-house staffing; recruits, trains, schedules and oversee student employees and temporary front-of-house staff; convenes and leads house staff meetings as necessary; oversees recruitment, training and coordination of volunteer staff; maintains a VAPAC volunteer information database; coordinate ongoing communications with and scheduling of center volunteers; coordinates volunteer recognition program; prepares reports of volunteer activities. Coordinates with maintenance and custodial staff to ensure proper upkeep of front-of-house areas; checks to make sure adequate front-of-house supplies and materials are available and in place; verifies that event programs and other expected print and event-related materials have been delivered and are ready for distribution at event; ensures that collateral marketing and development materials are properly distributed and displayed in agreed-upon front-of-house locations.

Provides on-site support to facility users for non-performance events and activities to ensure the proper and effective execution of the event requirements and the satisfaction of the facility user; oversees and coordinates operational aspects of such events including planning, organizing and directing front-of-house load-ins, set-ups, and strikes; coordinates with technical staff on needed sound, lighting, stage and other technical equipment and systems. Prepares timely and accurate facility billing worksheets; contacts facility users for follow-up feedback and quality assurance. Interacts regularly with facility users and other staff in the planning, coordination and execution of programs, services and events; oversees,
coordinates and supports the use of assigned VAPAC areas (e.g., front-of-house areas) by academic departments and other entities outside of the VAPAC organization; ensures compliance with VAPAC policies and procedures for VAPAC presented events, rental events, and academic events and activities. Assists in developing, clarifying, documenting and instituting policies and procedures for the VAPAC, particularly as these relate to front-of-house operations; recommends changes to VAPAC policies and procedures as necessary. Serves as the chief safety officer for the VAPAC's front-of-house by developing, implementing and monitoring a safety program for these areas and operations; maintains emergency and evacuation plans and procedures for the VAPAC and ensures front-of-house staff and volunteers are trained to know them; coordinates CPR, First Aid and AED training and certification of front-of-house and other VAPAC staff. Ensures the timely and accurate logging of front-of-house staff hours. Provides written reports documenting VAPAC front-of-house operations, including house manager reports and incident reports; reviews House Manager event reports on at least a weekly basis and takes appropriate follow up actions where necessary. Ensures compliance with riders for artists being presented by the VAPAC with respect to front-of-house needs such as merchandising and seating holds, and works with artists' staff to see events smoothly and successfully executed. Assists with budgeting for VAPAC front-of-house equipment and staffing; monitors budget verses actual expenses and helps develop and implement course corrections for variations; specification and purchase of front-of-house equipment and equipment upgrades; works with a wide variety of vendors to obtain supplies, rental equipment and services for the VAPAC in conformance with related policies and procedures; develops and manages a program for front-of-house equipment inventory and security; develops and oversees the execution of a preventative maintenance program for front-of-house equipment and systems. Evaluates equipment and work-related conditions to determine compliance with prescribed operating, safety and manufacturers’ guidelines; trains staff in proper maintenance and use of equipment. Enters data and other information into computers to assist with coordination of events, maintaining of records, and communication with others; other duties as assigned.

QUALIFICATIONS

EXPERIENCE
Three years increasingly responsible experience, including at least one in a lead capacity, in the areas of facility rental operations, volunteer coordination and/or theater operations, preferably in a professional theatrical "Road House" setting. Experience working with and providing customer service to professional, community, and college event producers is desirable.

EDUCATION
A Bachelor’s degree from an accredited institution; OR an Associate’s degree from an accredited institution and two additional years of relevant experience (for a total of five years experience); OR five additional years of relevant experience (for a total of eight years experience).

SPECIAL REQUIREMENTS
Once hired, will need to obtain (within 6 months of hire) and maintain First Aid, CPR and AED certification.

KNOWLEDGE OF
Facility rental contracts and implementation thereof; front-of-house theatrical operations, including practical hands-on experience and knowledge of theatre etiquette, standards and protocol; fundamentals of running a successful volunteer program; basic tenets for providing quality customer service, both internal and external; basic knowledge of office operations and equipment; basic knowledge of budgets
and budgetary control; basic principles and practices of effective supervision and training; interpersonal skills such as tact, patience and courtesy. Knowledge of theatrical stage operations and audio/video equipment is helpful, as is certification in First Aid, CPR and AED training.

**ABILITY TO (ESSENTIAL FUNCTIONS)**
Perform the basic functions of the position; sustain regular work attendance; work a flexible schedule as needed to perform specific jobs and/or assignments; plan, organize, prioritize and coordinate the workload of assigned areas of responsibility; effectively organize, prioritize and systematically address multiple tasks while adapting to changes in situations; oversee front-of-house operations for VAPAC; coordinate front-of-house operations for numerous complicated events at one time; oversee and direct the work of others; work cooperatively with the public, students, faculty, staff and volunteers; work independently with minimum direction; work as a member of a team; organize, manage, work with and train a part-time, front-of-house staff comprised of students, volunteers and professionals with a wide variety of backgrounds in a hands-on learning environment; work effectively and sensitively with culturally diverse constituencies; accurately analyze, interpret and apply laws, policies and regulations; read, understand, interpret and implement from written documents (such as artist riders, contracts, etc); communicate effectively in English, both verbally and in writing; flexibility and ability to give clear directions; provide good customer service while working with a wide variety of personalities in the execution of events; establish and implement quality customer service procedures and systems among staff and volunteers supervised; maintain an appropriate professional demeanor in all interactions, using tact, patience, courtesy and diplomacy as needed; meet schedules and timelines; be detail oriented and execute good judgment; analyze situations accurately and adopt effective courses of action; recognize and solve problems; maintain up-to-date knowledge of industry standards for front-of-house theatrical operations; comply with VAPAC, Folsom Lake College and Los Rios Community College District policies and procedures, and other applicable state and local laws; use technology, computers and software, spreadsheets, databases, and e-mail.

**TYPICAL EQUIPMENT USE (May include, but not limited to)**
2-way hand radios, hand carts, theatrical intercom system, theatrical paging system, data projector, ticket scanners, flat screen TV and/or computer monitor, flashlight, laundry washing and drying machines, refrigerator, ice machine, theater lobby furnishings and equipment, contemporary office equipment such as computers, copier, printer, fax, telephone, etc.