



POSITION DESCRIPTION

POSITION: Program and Event Manager
REPORTS TO: Director of Rentals, Director of Patron Services
CLASSIFICATION: Non-Exempt, up to 40 hours per week

BlackRock Center for the Arts (BRCA), a multidisciplinary nonprofit arts organization providing professional performing arts, visual arts, and arts education to the community, seeks a Program and Event Manager to oversee the management of BRCA programming, from planning to execution.

POSITION OVERVIEW

The Program and Event Manager serves as the lead manager on events and an assistant on larger scale events, and works to ensure quality management of all front of house needs for BRCA's performances, special events, and rentals. As a customer-facing position, the Program and Event Manager will work with clients and staff on the execution of events, including but not limited to leading assigned staff, set-up, monitoring events in progress, volunteer coordinating & training, concessions, patron experience, breakdown, safety, reporting and closing. The Program and Event Manager may be responsible for opening or closing the building in accordance with standard operation procedures. The Program and Event Manager may be assigned program development special projects on behalf of all artistic and event leadership. When scheduled to work at the front desk, the Program and Event Manager will be responsible for every aspect of the Center's front desk and sales functions both in person and over the phone, from box office sales and registrations for special events and education programs, to membership and gallery transactions.

JOB DUTIES AND RESPONSIBILITIES

PROGRAM DEVELOPMENT

The Program and Events Manager will:

- Develop infrastructures, systems, timelines, and processes to support the implementation and operations of BRCA programming.
- Lead programming implementation and collaboration with BRCA partners that provides artistic experiences in the center.
- Design and lead program development on special assignment.

ADMINISTRATIVE

The Program and Events Manager will:

- Greet and assist all people coming in or placing a call into BRCA administrative offices, serving as the first point of contact, and directing all calls to the appropriate staff member.

- Provide outstanding, professional, and culturally sensitive customer service with swift resolutions to patron problems, or services, whether in person, over the phone, or by email. Work as part of a team with all BRCA staff to maintain an effective atmosphere and positive experience.
- Maintain thorough knowledge and understanding of all aspects of BRCA programs and operations including Education, Galleries, Performances, Special Events, and Rentals. Provide tours and basic information when necessary and give accurate and descriptive information about policies and programming.
- Work with the Patron Services Director to train and manage staff and volunteers for concessions, bartending, ushering, and box office positions.
- Process all types of transactions such as purchases, exchanges, class registrations, gift certificates. Abide by BRCA's cash handling procedures.
- Support the BRCA staff with administrative duties, under the management of the Patron Services Director.

FRONT OF HOUSE / EVENT MANAGEMENT

The Program and Events Manager will:

- Oversee prep, execution, and strike (pending needs) of front-of-house for performances, events, and rentals with assistance from event staff or volunteers.
- Oversee box office management for the few hours leading up to the event's start time, when applicable.
- Execute BlackRock program implementation protocols and processes before, during, and after the event.
- Supervise vendors, clients, and guests while in the building ensuring that all BRCA property is maintained and used appropriately.
- Supervise technicians and bartenders and facilitate communication between them and the client.
- Monitor event spaces to ensure a smooth and enjoyable process for all.
- Restore event spaces to their standard set-up following the event.
- Assist with the filling out and filing of incident and accident reports.
- Create and distribute the end of night reports and wrap sheets.
- Provide feedback regarding standard operating procedures effectiveness and work collaboratively on process improvement.
- Maintain the security of the building when following the opening and closing procedures.
- Complete other duties as assigned.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit, stand, walk and work at a computer, relative to an office environment
- Ability to lift and/or move up to 50 pounds

EDUCATION, EXPERIENCE, KNOWLEDGE, AND SKILL REQUIREMENTS

- Must be able to work a flexible schedule of evenings and weekends, dependent on BRCA events and productions
- High level of attention to detail, combined with the ability to be flexible, take initiative, and work collaboratively
- Excellent written and verbal communication skills
- High degree of tact, discretion, and sensitivity in working with major donors, patrons, prospects, and volunteers
- Positive attitude and friendly spirit, culturally sensitive
- Impeccable organizational skills with the ability to handle multiple tasks simultaneously

- Prior experience with AudienceView is preferred, but not required
- A commitment to BlackRock’s mission to bring performing and visual arts experiences to diverse audiences and providing accessible opportunities to engage in the arts is essential

EQUAL OPPORTUNITY EMPLOYER

BlackRock Center for the Arts has an institutional commitment to the principle of diversity. In that spirit, we welcome applications from all qualified individuals without regard to race, religion, creed, color, gender, sexual orientation, age, disability, or national origin.