## ARTS & CULTURE COORDINATOR – Tempe Center for the Arts Audience Experience

***First review of applications will occur on Monday, August 26, 2024.***

**Annual Salary Range:**

$73,613 - $97,905

**The City of Tempe offers a comprehensive benefits package including:**

* 13 Paid Holidays, 1 Personal Day, 8 hours Winter Holiday Leave
* Vacation Accrual; starts at 9.33 hours/month
* Sick Leave Accrual; 8 hours/month
* Medical, Dental and Vision Benefits
* Wellness Program Discount on health premiums
* Medical Reimbursement Program; $56/month
* Tuition Reimbursement; $6,500/year
* Participation in the Arizona State Retirement System (ASRS) Defined benefit plan with mandatory employer and employee contributions currently at 12.27% which includes a Long-Term Disability benefit
* Supplemental Retirement Plans through Nationwide; 457, 401K, and Employer contribution
* Position is eligible for 16 hours of additional Paid Leave

To view the employee benefit summary, please visit:

[Employee Benefit Summary](https://www.tempe.gov/government/human-resources/careers/employee-benefits)

**Department / Division:**

Community Services / Arts & Culture

**Job Type**:

Full-Time Regular

**Schedule:**

8:00 a.m. – 5:00 p.m. Monday through Friday

Some nights and weekend work will be required (with an adjusted work schedule)

**Job Number:**

RC#902130

**DESCRIPTION**

The Tempe Center for the Arts (TCA) is a premier arts and cultural destination in Tempe, Arizona. Our mission is to enrich the lives of our community members by providing diverse and high-quality arts experiences. We offer a dynamic environment with multiple venues, including a state-of-the-art theater, gallery spaces, and event facilities.

The Audience Experience Coordinator plays a crucial role in ensuring our patrons have an exceptional and memorable experience. This position requires a proactive and experienced individual with a strong background in coordinating audience services in a multi-venue arts center or similar facility. You will oversee all aspects of front of house services as well as collaborate with the box office team to ensure seamless operations across multiple venues.

Key duties include coordination of the recruiting and training of a large team of front-of-house staff, overseeing safety protocols to ensure the well-being of all patrons, and ensuring ADA compliance and service for patrons with disabilities. You will impact the cultural life of Tempe by ensuring the highest quality of service for patrons and event organizers, and you will join a dedicated TCA team that is committed to creating a sense of inclusion and belonging for all.

**MINIMUM QUALIFICATIONS**

**Work Experience:**

Three (3) years of experience in event and/or house management of events. Applicable experience may include front of house operations, box office operations, and/or catering services, but is not required.

*Candidates must have the minimum amount of work experience. Years of experience are based upon a full-time work schedule (2,080 hours per year).  The sum of an applicant’s full-time and/or part-time qualifying work experience must meet or exceed the stated minimum qualification. Education will not substitute for the required work experience; however, related unpaid and/or volunteer work experience may be used as qualifying work experience.*

**Education:**

Equivalent to a bachelor’s degree from an accredited college or university with major course work in theater, theatrical production, arts management or a degree related to the core functions of this position.

*The term “equivalent” means that directly related work experience exceeding the required work experience will substitute in equal time increments for college-level education, for example: one year of additional directly related work experience will substitute for one year of college education (30 credit hours).*

**ADDITIONAL REQUIREMENTS**

Applicants considered for this job classification must pass the following:

* Criminal history background investigation

**ESSENTIAL FUNCTIONS**

For a complete list of City of Tempe job descriptions go to:

[Job Descriptions | City of Tempe, AZ](https://www.tempe.gov/government/human-resources/careers/job-descriptions)

This position is FLSA Exempt which means employees are not eligible for overtime compensation and/or compensatory time.

Employees in this position are represented by the Tempe Supervisors’ Association (TSA).

**EQUAL EMPLOYMENT OPPORTUNITY*:*** *The City of Tempe is an Equal Opportunity / Reasonable Accommodation employer. The City does not discriminate on the basis of race, color, gender identity, sexual orientation, religion, national origin, familial status, age, disability, and United States military veteran status. Pursuant to the Americans with Disabilities Act, the City will make a reasonable accommodation(s) during the recruitment & selection process. Persons with a disability may request a reasonable accommodation by contacting Human Resources at 480-350-8276. Requests should be made as early as possible to allow time to arrange the accommodation.*