

Audience Services Assistant Manager (6291U) 71708
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=243040>

Downloaded On: Aug. 31, 2024 10:13pm

Posted Aug. 13, 2024, set to expire Dec. 10, 2024

Job Title	Audience Services Assistant Manager (6291U) 71708
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Aug. 13, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Arts/Museum/Theater
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Job Description

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Audience Services Assistant Manager (6291U) 71708

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and

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commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Cal Performances is the performing arts presenting, commissioning, and producing organization based at the University of California, Berkeley. Cal Performances at the University of California, Berkeley unites exceptional artists, ideas, and audiences through live performance to enlighten and enrich lives. The organization delivers a diverse artistic and educational mission to the University and surrounding communities, as well as internationally through its digital platforms, maintaining a budget size of roughly \$20M and roughly 65 full-time staff, 90 student employees, and 200 volunteers -- all serving approximately 250,000 audience members plus another 200,000 through other promoters every year in our five main venues.

Under the supervision of the Patron Experience Manager, the Audience Services Assistant Manager assists in the efficient operation of all Audience Services activities in various Cal Performances' venues (Zellerbach Hall, Zellerbach Playhouse, Wheeler Auditorium, the Hearst Greek Theatre, and certain performances at Hertz Hall and First Congregational Church). Responsibilities include operational assistance and administration as well as coordination and supervision of Front of House student staff and volunteers. Fosters an environment of belonging and inclusion. Maintains positive relationships with community leaders and volunteers while assisting in the expansion and creation of a thriving

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Audience Services team.

Application Review Date

The First Review Date for this job is: August 23, 2024

Responsibilities

House Management-Primary Front of House Leader

- Resolves critical issues involving patrons at events such as ticketing problems, late seating, crowd control, facility maintenance, and general public relations, while employing customer service techniques.
- Facilitates communication and services with concessionaires, caterers, vendors, security personnel, medical technicians, and other Cal Performances departments, as they pertain to Front of House activities such as receptions or intermissions, to ensure protection of Cal Performances' interests and maintain consistent customer service to the patrons.
- Ensures that the ambiance, appearance, and general condition of patron-accessible areas of facilities, including the lobby, auditorium, and restrooms, are appropriate.
- Reports to Patron Experience Manager and Venue Operations Manager any major safety concerns, and building appearance improvement needs encountered during events.
- Provides directions and information to patrons on site.
- Oversees digital and hard-copy signage for events.
- Manages providing accessibility services for all patrons at events, including accessible seating, facilities access, and assistive technologies/devices.
- Assumes leadership role in emergency situations in concert with event manager; leads front of house evacuations and/or other safety-related procedures; performs crisis intervention; calls emergency services; prevents or removes anything or anyone disrupting an event.
- Communicates effectively with Artistic Planning, Production, Ticket Office, and Facilities Services to ensure smooth execution of events in all venues.
- Represents Cal Performances and the University at selected special events.
- Works with the Patron Experience Manager in the development and implementation of a training program and a Policy & Procedure manual for all Front of House personnel.
- Assists the Patron Experience Manager in the development and implementation of emergency procedures as they pertain to Front of House staff and patrons, including maintaining first aid supplies and employee first aid training.

Administration of Front of House

- **Student Usher Program-Student Staffing Management**
- Under the direction of the Patron Experience Manager, recruits, hires, trains, motivates,

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schedules, and supervises the Front of House staff.

- Oversees the scheduling of and conducts annual, bi-annual, and periodic staff meetings.
- Working closely with the Patron Experience Manager, provides insight into staffing levels, best practices, and additional staffing needs to allow for smooth operations of a professional level front of house department.
- Ensures accurate timekeeping and payroll of up to 50 student staff, supports students in the proper operation of timekeeping devices both physical and digital.

Volunteer Usher Program-Volunteer Coordination

- Under the direction of the Patron Experience Manager working closely with Volunteer coordinator, trains, motivates, and supervises the Volunteer ushers.
- Oversees the scheduling of and conducts annual, bi-annual, and periodic Volunteer meetings.
- Leads the development and implementation of volunteer recognition programs.

FOH Operations Administration-Student Staffing Coordinator and Volunteer Coordinator

- Advises Patron Experience Manager on major departmental projects, which would impact the Front of House operations and assists in implementation.
- Produces Operations and Front of House related information in the house reports.
- Maintains FOH archival and history information and files.
- Attends regular meetings to coordinate events with other departments and employees.
- Coordinates interdepartmentally, to ensure program books, stuffers and/or surveys are available to all venues for events.
- Other duties as assigned.

Required Qualifications

- Experience in Performing Arts, Event Management, and Public Assembly.
- Excellent customer service skills.
- Excellent verbal communication skills; ability to give appropriate consideration to others' concerns in order to address and resolve a variety of problems.
- Ability to access and manage diverse customer service activities, including unanticipated service needs and/or emergencies.
- Ability to manage a wide variety of events and patrons, encompassing all kinds of entertainment and university events.
- Ability to speak in front of large groups of people.
- Ability to take charge and direct large groups of people in a calm and professional manner.
- Demonstrated leadership skills to effectively recruit, select, train, and motivate student staff members and community volunteers.

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- Ability to work under pressure of deadlines in a demanding environment.
- Strong organizational skills, ability to work on multiple projects with competing deadlines, and to establish goals and workload priorities.
- Good writing skills to prepare clear reports and written instructions.
- Strong working knowledge of computer systems and software including word processing, spreadsheet, and data management software.
- Initiative and ability to work independently and as part of a team.
- Ability to work nights, weekends, and holidays.
- This position requires the successful completion of a criminal background check.
- Knowledge of ADA regulations and considerations.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The hourly range that the University reasonably expects to pay for this position is \$29.31 - \$39.85

How to Apply

To apply, please submit your resume and cover letter.

Other Information

Two Available Openings

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make

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employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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