



Opportunity: Hancher Auditorium at the University of Iowa

POSITION OVERVIEW

Department: Hancher Auditorium, Office of the Provost		
University Classification: Perform Event Mgmt Specialist	UI Job Code: PEG2	Pay Level: 3A
Working Title: Operations Coordinator, Hancher Auditorium		
Percent Time: 100% (40hrs/wk.)	Position Type: Regular P&S, Ongoing	
Administrative Supervisor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (may supervise students)	Reports to: Operations Director, Hancher Auditorium	
Compensation: \$45,000-\$47,000 anticipated hiring annual salary range; Competitive benefits		

POSITION SUMMARY

As part of the Office of Performing Arts and Engagement, Hancher Auditorium is both a multi-disciplinary presenter and a key asset in establishing the University of Iowa as a destination performing arts campus for students, faculty, staff, community members, and artists from around the world.

Hancher's Operations Coordinator supervises front-of-house staff at assigned events, provides exemplary customer service to our renters and patrons, and ensures that policies, procedures, and safety protocols are followed. They will produce and/or track event planning documents to include cost estimates, confirmations, set up diagrams, and contracts and will assist in maintaining event files and records. This position may also provide limited assistance to the box office operation on an as needed basis.

This position is highly visible and in addition to patrons, they interact with donors, vendors, clients, performing arts departments, and artist representatives. They are expected to provide the highest level of customer service to all while helping to create a lively and welcoming environment.

WHAT YOU DO

<p>Event Planning and Management, Customer Management</p> <ul style="list-style-type: none"> Take in information for potential rental events, create estimates, and attend planning meetings with clients. Provide on-site supervision during rental events. Provide support supervision of usher staff for Hancher season events as needed. Provide services to patrons with special needs, and address patron issues during events. Assist in addressing ticket/donor issues
<p>Facility Management</p> <ul style="list-style-type: none"> Monitor and enforce safety protocols. Report facility maintenance issues.
<p>Record Management</p> <ul style="list-style-type: none"> Maintain records, file reports and update event information in Venue Ops calendar. Create event diagrams for setups and update orders as needed.
<p>Human Resources Management</p> <ul style="list-style-type: none"> Assist in the interviewing and hiring process for hourly Front of House employees. Serve as functional supervisor for hourly staff by providing direction, assignments, feedback, coaching and counseling to assure achievement of outcomes.
<p>Financial Management</p> <ul style="list-style-type: none"> Work within budget allocations. Submit expenses for final billing to client.

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Collaboration

- Collaborate with other members of Hancher team to meet goals of performances and rental events.
- Manage special operational projects as assigned by supervisor.

HOW YOU DO YOUR JOB (learn more about competencies and proficiency levels [here](#))

Customer Interaction – Proficiency: *Extensive*

What this looks like:

- Provides customer support on difficult problems.
- Implements tactics to de-escalate problem situations immediately.
- Teaches techniques for transitioning from problem solving to enhancing customer perceptions and satisfaction.
- Analyzes the characteristics of threats and selects the proper plan of action for handling them.
- Evaluates techniques for face-to-face, telephone and web-based interactions.
- Advises on methods for identifying potential areas of customer dissatisfaction and strategies to address them.

Effective Communications – Proficiency: *Extensive*

What this looks like:

- Communicates well downward, upward, and outward.
- Employs appropriate methods of persuasion when soliciting agreement.
- Maintains focus on the topic at hand.
- Adapts documents and presentations for the intended audience.
- Reviews others' writing or presentations and provides feedback and coaching.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.

Event Management - Proficiency: *Extensive*

What this looks like:

- Ensures all event management activities comply with applicable regulations, laws, and institutional standards.
- Reviews event plans and event management processes; predicts and resolves any problems during an event.
- Oversees event services including security, catering, displays, etc., and ensures a smooth run of events.
- Advises others on the determination of event objectives, scope, format and other arrangements.
- Inspects event facilities to ensure that they conform to clients' requirements.
- Evaluates supporting service providers, such as a venue provider, according to clients' requirements.

Performance Management – Proficiency: *Working*

What this looks like:

- Makes sure performance goals, checkpoints, and feedback focus on behaviors.
- Uses formal and informal rewards and recognition programs for employees.
- Identifies opportunities to enhance performance, e.g., practice assignments, training, shadowing.
- Provides documented input to formal performance review conducted by manager.
- Observes individual performance and provides fair and objective feedback.

Premises Operation and Maintenance – Proficiency: *Working*

- Helps in coordinating regular maintenance and quality reviews of physical premises.

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- Recommends strategies and advanced plans for physical premises maintenance.
- Coaches facility staff on security precautions and procedures for physical premises operations.
- Communicates emergency evacuation procedures and relevant knowledge in case of a disaster.
- Liaises with maintenance staff in order to deal with routine problems in physical premises.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels [here](#))

Collaboration/Positive Impact - Proficiency: *Working*

What this looks like:

- Shares appropriate information/feedback openly, professionally, and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

Diversity, Equity and Inclusion – Proficiency: *Working*

What this looks like:

- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one's own and others' social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit's commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.

Service Excellence/Customer Service – Proficiency: *Working*

What this looks like:

- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

QUALIFICATIONS YOU BRING

Required:

- Bachelor's degree or equivalent experience.
- Minimum 6 months experience of directly related experience to organizing/planning events in a similar sized venue. (Events range from dinners, receptions, wedding ceremonies to performances that involve coordinating services for the entire building)
- 6 months to 1 year supervisory experience

Demonstrates a **EXTENSIVE proficiency** level in:

- Communication skills, both verbal and written.
- Microsoft Office and Adobe platforms.
- Must be able to keep event files organized and coordinate multiple events all at once.

Desired:

- Supervisory experience of a staff of 50 or more (can include volunteers, interns, students, and professional staff)
- Experience working with patrons in a performing arts venue, preferably in a college or university setting.
- Some experience using mechanical drawing/drafting software.

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ABOUT THE DEPARTMENT

The [Hancher](#) is a multidisciplinary performing arts presenter committed to connecting artists and audiences with transformational artistic experiences. Since 1972, Hancher has been the cultural hub of the University of Iowa campus—presenting world-class dance, music, and theater. Along the way, Hancher has extended its reach far beyond campus, engaging thousands of Iowans each year, on campus, throughout the community, and across the state. Hancher is one of the leading university presenters of the performing arts in the nation and has earned an international reputation for excellence.