



*Opportunity:* Hancher Auditorium at the University of Iowa

**POSITION OVERVIEW**

<b>Department:</b> <a href="#">Hancher Auditorium</a> , Office of the Provost		
<b>University Classification:</b> Perform Event Mgmt Manager	<b>UI Job Code:</b> PEG3	<b>Pay Level:</b> 4A
<b>Working Title:</b> Patron Services Manager, Hancher Auditorium		
<b>Percent Time:</b> 100% (40hrs/wk.)	<b>Position Type:</b> Regular P&S, Ongoing	
<b>Administrative Supervisor:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (may supervise students)	<b>Reports to:</b> Hancher Operations Director	
<b>Compensation:</b> \$55,000-\$60,000 anticipated hiring annual salary range; <a href="#">Competitive benefits</a>		

**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. The Patron Services Manager is a key leader on the Operations Director’s team, ensuring a positive experience and welcoming, inclusive environment for patrons of diverse backgrounds, age, and ability.

The Patron Services Manager at Hancher will plan and deliver front of house support for Hancher events taking place on site as well as other venues on campus and surrounding areas. They will be responsible for hiring, training, and supervising a staff comprised of hourly student and non-student employees as well as volunteers. 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><b>Event Planning and Management, Customer Management</b></p> <ul style="list-style-type: none"> <li>• Lead a team to provide a positive experience and environment for all guests at Hancher events.</li> <li>• Direct and supervise front of house functions which include: briefing staff with event specific information, monitoring and ensuring traffic flow and patron seating is running smoothly, preparing and sharing reports from events, and clearing the front of house areas at the end of events before leaving.</li> <li>• Coordinate, maintain and update accessibility requirements to ensure an inclusive environment for all guests at every event.</li> <li>• Provide services to and arrange requested accommodations for patrons with disabilities</li> </ul>
<p><b>Facility Management</b></p> <ul style="list-style-type: none"> <li>• Schedule and supervise setups of all public spaces for events.</li> <li>• Ensure that all front of house spaces, furnishings and equipment are maintained to exemplary standards.</li> <li>• Meet with potential clients and conduct tours on an as needed basis.</li> <li>• Work with Operations Coordinator to ensure front of house is properly staffed for any event.</li> </ul>
<p><b>Record Management</b></p> <ul style="list-style-type: none"> <li>• Track hours worked by front of house staff and submit for billing.</li> <li>• Coordinate with Operations Director or other staff members to ensure any issues in front of house reports are handled.</li> </ul>
<p><b>Human Resource Management</b></p> <ul style="list-style-type: none"> <li>• Direct the recruiting, hiring, training, and evaluation of front of house ushers and house managers.</li> <li>• Approve time records for hourly employees.</li> <li>• Assist with communication, training, and coordination of Guild Volunteers throughout the organization.</li> </ul>

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## **Financial Management**

- Maintain operating budget for front of house needs
- Reconcile monthly charges made on University Pcard

## **Collaboration**

- Work with the Operations Director to update, maintain and train staff on emergency procedures during events as well as regular operating hours.
- Coordinate and arrange special services needed for events presented on and off site.
- Communicate with other units included in the Office of Performing Arts and Engagement about potential front of house support for their events.

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

### **Customer Interaction – Proficiency: *EXPERT/LEADER***

*What this looks like:*

- Consults on the full spectrum of customers and customer service options.
- Promotes best customer interaction practices related to cultural, generational, etc., differences.
- Builds a model for matching customer needs with appropriate types of interactions.
- Leads in evaluation and selection of automated self-service tools for customer interaction.
- Leads discussions on the costs and benefits of alternative tools for customer interaction.
- Designs strategies and policies governing customer interactions.

### **Effective Communication – Proficiency: *EXPERT/LEADER***

*What this looks like:*

- Communicates effectively with diverse audiences, using appropriate media and language.
- Ensures important messages are clearly understood.
- Writes reports, articles, or books for distribution to the business or professional community.
- Works to create a climate that values and rewards good oral and written communication.
- Coaches others on methods of improving their own communications.
- Monitors developments in communications tools for potential use by organization.

### **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: *EXTENSIVE*

*What this looks like:*

- Gives continuing feedback, recognizes achievement, and recommends improvement.
- Adjusts and communicates performance objectives as necessary for team objectives.
- Defines and agrees upon performance goals and objectives with associates.
- Identifies performance problem areas early on and defines specific improvement activities.
- Participates in the salary planning and administration process.
- Publicly shares accolades and recognizes and rewards top performers.

## **Premises Operation and Maintenance** – Proficiency: *EXPERT/LEADER*

*What this looks like:*

- Elaborates on the use of management systems for premises maintenance and safety.
- Designs best practices and plans for premises maintenance activities.
- Leads in establishing policies, criteria and safety standards for physical premises operations.
- Establishes processes to address, investigate and document dangers and unsafe premises operations.
- Advocates for high quality physical premises management and maintenance activities.
- Predicts future developments and trends in premise operations and maintenance.

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

### **Collaboration/Positive Impact** - Proficiency: *EXTENSIVE*

*What this looks like:*

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

### **Diversity, Equity and Inclusion** – Proficiency: *EXTENSIVE*

*What this looks like:*

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

### **Service Excellence/Customer Service** – Proficiency: *EXTENSIVE*

*What this looks like:*

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership, and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

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## QUALIFICATIONS YOU BRING

### Required:

- Bachelor's degree in arts, management, business, or equivalent experience.
- Knowledge of ADA compliance.
- Minimum three years of experience managing staff and volunteers.
- Ability to work in a fast-paced, demanding environment.
- Able to create and implement effective systems while remaining flexible and able to respond appropriately as aspects of the work evolve over time.
- Ability to work a flexible work schedule which includes nights and weekends.
- Ability to work with the public and use conflict resolution skills.
- Excellent written and verbal communications skills.

### Desired:

- Knowledge and appreciation for the arts
- Knowledge and understanding of UI policies and procedures

## ABOUT THE DEPARTMENT

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.