

Job Title: Audience and Accessibility Services Coordinator

Reports To: Audience Services Manager

Classification: Regular Full-Time Exempt

Department: Operations

The Audience and Accessibility Services Coordinator is responsible for the recruitment, training, and management of the HCPA volunteer programs for all performances and events. They should have strong communication and management skills, be outgoing and able to work independently as well as part of a team. They should be detail oriented, with strong organizational skills and the ability to multi-task and meet regular deadlines. This position requires evening and weekend hours as events dictate.

The responsibilities and duties of the Audience and Accessibility Services Coordinator include but are not limited to:

Recruitment and Retention

- Recruit a diverse pool of volunteers to assist with performances in Sarofim Hall, Zilkha Hall and events throughout the Hobby Center campus.
- Maintain public listings of volunteer opportunities.
- Respond to all volunteer inquiries in a timely manner.
- Develop, implement, and maintain a volunteer recognition and incentive program.
- Work with the Audience Services Manager and House Managers to plan annual volunteer appreciation events.
- Develop metrics to track and monitor the success of volunteer programs.

Training

- Work with the Audience Services Manager to develop curriculum and related materials for volunteer training.
- Plan, facilitate and support the training of all volunteers.
- Implement continuing education for all volunteers.

Planning and Implementation

- Identify volunteer projects through needs assessment and ongoing communication with the Audience Services Manager.
- Work with House Staff to provide leadership and support to enable them to effectively engage volunteers during performances and events.
- Develop, maintain, and promote a positive work environment for all volunteers.

Accessibility Services

- Respond to emails and calls from patrons with accessibility needs.
- Develop and maintain a volunteer Access Team to assist patrons with accessibility needs, including tactile tours and sensory inclusive performances.
- Monitor and assess patterns of usage of various accessibility services to determine any adjustments in staffing or equipment needed.
- Maintain and order accessibility devices including assistive listening devices, audio describe devices, earphones, binoculars, noise cancelling headphones, etc.
- Coordinate and arrange ASLI, Audio Describe, and Closed Captioning services.
- Assist with Open Captioning services.
- Order and distribute Braille playbills and prepare and distribute enlarged print playbills.
- Work with Box Office to arrange allocated seating for ASLI with promo codes and previews by ASLI and AD.
- Work with Marketing and Communications to develop accessibility services materials and information for the public.
- Prepare and process invoices for accessibility services.

Management and Tracking

- Maintain volunteer roster and contact list through the online volunteer management software.
- Establish and regularly update volunteer schedule and list of events.
- Communicate regularly with volunteers through check-in phone calls, e-mails, and personal contact.
- Oversee the documentation and logging of volunteer hours in the volunteer tracking system.

Evaluation of Volunteer Activities

- Collect and manage feedback from all parties involved in volunteer activities, including volunteers, house staff and event partners.
- Share feedback with volunteers and staff to acknowledge strengths, successes and to make improvements for future volunteer activities.
- Regularly evaluate the effectiveness of the Volunteer Program.

Other skills and abilities:

- Familiarity with Microsoft 365 applications, especially Excel.
- Strong working knowledge of policies, procedures, and practices used in volunteer management.
- Ability to make timely and sound policy decisions.

Physical Demands:

- Ability to stand, walk, sit, and move up and down stairs for long periods of time.
- Ability to use hands to lift and/or move up to 25 lbs.

- Specific vision abilities required by this job include close vision, distance vision, and the ability to work in low light levels.
- Specific hearing abilities required by this job include the ability to hear individuals or devices in a crowded environment.
- Ability to maneuver quickly and efficiently through large crowds.

Work Environment

- The noise level in the work environment is usually moderate, however, during events, the noise level may be loud.
- Ability to work in crowded or confined spaces.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Compensation

The Hobby Center offers a competitive compensation and benefits package including medical, dental, and vision insurance, a 403b savings plan with matching employer contributions, and paid time off. The anticipated hiring range for this position is \$45,000 to \$55,000.

Interested candidates should submit a cover letter and resume at www.thehobbycenter.org/jobs.

About the Hobby Center for the Performing Arts

The Hobby Center for the Performing Arts deepens understanding of our shared humanity. We serve as a connector, convenor, and incubator for all Houston audiences, artmakers and arts organizations. By presenting engaging performances and educational programs, we strengthen our sense of belonging to shape a more cohesive and connected Houston community. Opened in 2002, the Hobby Center campus houses two theaters including the 2,650-seat Sarofim Hall and the 500-seat Zilkha Hall. Delivering a best-in-class patron experience, the Hobby Center welcomes over 400,000 audience members annually to engage with high-quality arts programming including the Memorial Hermann Broadway at the Hobby Center series. The Hobby Center is also home to a full season of musical theatre produced by Principal Resident Company Theatre Under the Stars, as well as a variety of diverse performances from both Houston-based and touring artists and companies. Education and accessibility initiatives are central to the Hobby Center's impact in Houston through programs like the ExxonMobil Discovery Series that welcomes thousands of students to performances every season.

The Hobby Center for the Performing Arts is an equal opportunity employer where equity, diversity, inclusion, and accessibility are deeply valued.