

Job Title	Event Coordinator
Reports To	Audience Services Manager
Direct Reports	N/A
Status	Regular Full-Time Exempt

OVERVIEW

The Event Coordinator acts as the representative on duty at performances and events at the Hobby Center for the Performing Arts. This role delivers leadership and accountability in all situations, supporting and providing guidance to all relationships within the context of an event: box office, volunteers, front of house, housekeeping, engineering, security, parking, concessions, restaurant, production, etc. The Event Coordinator is the go-to individual working in collaboration with department staff leads for specific functional areas. Position scheduling is determined by the performance schedule of the Hobby Center, with hours typically evenings and weekends, as well as occasionally holidays based on venue bookings.

MAJOR FUNCTIONS

External (Customer Facing)

- Acts as on-site lead during performances and events responsible for coordination between all departments and contractors as well as external partners.
- Thinks independently and critically, making competent and timely decisions as an active problem solver.
- Provides leadership in emergency situations, liaising with Hobby Center staff and all parties in collaboration with first responders. Responsible for patron evacuation.
- Enforces safety and security policies as outlined in standard operating procedures and as directed by the Audience Services Manager.
- Advocates for the restaurant, concessions, engineering, valet, and onsite officers.
- Develops and maintains strong working relationships with key stakeholder groups (e.g. Hobby Center leadership and staff team, contract staff, resident partners).
- Assists with theatre event management as the onsite liaison between venue, clients, and vendors.
- Assists with patron issue resolution, identifying areas of improvement or exceptional quality of work in FOH staff.
- In coordination with the House Manager, ensures adherence with event requests and application of venue practices and policies.
- Participates in pre-shift meeting with House Manager, Front of House staff, and volunteers.
- Ensures venue readiness.

Internal (Administrative)

- Plays an active role in the development and implementation of training (e.g. emergency procedures, crowd management, accessibility, etc.).
- Publishes pre and post event documents and reports.
- Completes employee and patron incident reports, communicating these to Audience Services Manager and any other necessary parties.
- Documents schedule issues such as cancellations, late arrivals, and no shows.
- Develops or modifies work plans, methods, and procedures; determines work priorities and develops work schedules to provide adequate staff coverage.
- Supports daily events and theatre operations as required, while assisting with on-going projects and programs.

OTHER SKILLS & ABILITIES

- Familiarity with Microsoft 365 applications and general technology competency including use of database programs.
- Professional demeanor and appearance at all times.
- Excellent customer service skills.
- Knowledge of event management and crowd control techniques.
- Strong working knowledge of policies, procedures, and practices used at the Hobby Center.
- Team player who can work well with others in sometimes stressful environments.
- Ability to work a flexible schedule, focusing on evening and weekend performance schedules.
- Be articulate and energetic to ensure constituents' needs are met, complaints are resolved, and service is provided quickly and efficiently.
- Ability to cultivate and develop relationships across a spectrum of diverse constituents.
- Demonstrates ability to appropriately manage confidential information.
- Two to five years of experience in customer service, event management and operations, or arts administration.

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 some events, the noise level may be loud.
- Ability to work in crowded or confined spaces.

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 <https://www.thehobbycenter.org/about/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.