

## **position title: Community and Audience Engagement Coordinator reports to: General Manager & Artistic Administrator**

**full time position/non-exempt**

**position purpose:** The Community and Audience Engagement Coordinator is a key member of the Artistic Operations team and works closely with the General Manager & Artistic Administrator, Operations Manager, Artistic Coordinator, Personnel Manager, Librarian, Stage Manager, house crews, artists and musicians. This role works to serve our greater community through music education, performances and partnerships, as well as to create an inclusive and energizing concert experience for LACO audiences at performances and educational events of all types.

### **scope & responsibilities**

#### **Learning and Community Programs (70%)**

- Manage the Meet the Music program, including developing content and educational materials in partnership with educators, tracking MTM attendance requests, scheduling of all MTM attendees, managing front and back of house and the arrivals and departures of student groups. Design a course of in-school visits to enhance the MTM learning experience, including the recruitment, training and supervision of in-school visits by docents and artists.
- Manage, promote and creatively expand the Community Partners ticketing program. Manage engagement and communication with existing and prospective education partners such as LAUSD, USC, Glendale Arts, Colburn School, ICYOLA, Renaissance Arts Academy and community service partners such as Street Symphony, the LGBT Center, PATH, Midnight Mission and APAIT. Coordinate attendance, scheduling and transportation needs for rehearsals and concerts.
- Liaise with Educators for classroom visits by guest artists, composers, teaching artists, LACO staff and musicians.
- Manage the Composer Teaching Artist Fellowship and work with Artist Educator on developing curriculum, planning mentoring sessions, scheduling rehearsal visits and designing other content.
- Lead planning and execution of LACO's artist residencies and other educational and training projects with guest conductors and artists, coordinating scheduling in close collaboration with the Artistic Coordinator.
- Work with department colleagues to develop relationships and create programming and activities with potential education, non-profit, health care, arts and community partners. Strive to broaden the reach of LACO and be of service to our city and beyond using the talents, creativity and flexibility of our musicians and staff.
- Support the General Manager & Artistic Administrator and volunteer leadership in steering the Community Programs board committee to assess current programs and launch new initiatives to further LACO's mission, vision and strategic imperatives.
- Work with Artistic Coordinator on pre-concert talks, pre or post-concert performances and other all ages learning opportunities.
- Manage USC-LACO mock auditions and assist Operations Manager with coordination of LA Orchestra Fellowship activities.
- Manage the learning and community programs budget by tracking expenses, processing invoices, creating and submitting payrolls.
- Work with department colleagues on all operations and production needs of auditions and staffing auditions as assigned.
- Lead department interns working on all community-related activities and learning programs

### **Audience Engagement and Front of House (30%):**

- Hire, train and manage ushers and/or lead usher and outline duties, house rules and best practices for patron service. Administer and collect all tax forms from ushers and submit tax forms and final payroll to finance.
- Work with marketing team on delivery of program books and inserts to all venues. Prepare all house staff to stuff, stock, and distribute program books.
- In coordination with Stage Manager, Operations Manager, Personnel Manager and house staff, communicate all show related information (timings, late seating breaks, intermission lengths, potential delays, etc.) with accuracy and effectiveness.
- Coordinate with box office to resolve all ticket and seating issues. Address all concerns that arise related to seating and/or patron satisfaction.
- Work across all departments to research, initiate and develop new initiatives to enhance the audience experience at performances and events, with a focus on creating a concert environment that is inclusive and welcoming to diverse audiences and communities.
- Collaborate with box office on promotion and cultivation of Campus to Concert Hall student ticketing program.
- Research best practices in accessibility for arts organizations and concert venues and design programs to create the most welcoming concert environment for all patrons.
- Other duties and special projects as assigned.

### **characteristics required**

- One to three years work experience with an orchestra or performing arts organization. Bachelor's degree preferred but not required.
- Ample music and/or music education background to effectively work with professional musicians and educators in the design and delivery of music-based learning programs.
- Exceptional organizational skills and attention to detail. Excellent written and verbal communication skills.
- Works well independently or as part of a team, and is able to collaborate with a diverse administration, musicians and board.
- Confidentiality, discretion and the ability to work well with children and students of all ages.
- Strong customer service skills, practiced in resolving conflict and able to work with a wide range of personality types.
- Commitment to equity, diversity and inclusion; furthering LACO's mission to serve a broad audience in both the concert hall and community.
- Fluency in a second language is a plus, particularly Spanish, Chinese, Korean, Armenian or Farsi. to assist in building community relationships.
- LACO schedule includes Availability to work some nights and weekends. and potential travel.