

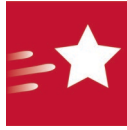


Audience Services Coordinator

As the Audience Services Coordinator at DPAC, you will be the heart of our volunteer support system, playing a crucial role in fostering a positive and empowering environment for our dedicated volunteers. In this role, you'll ensure that all program initiatives are executed seamlessly, expectations are communicated clearly, and regular expressions of appreciation are made. Your efforts will help create an atmosphere where volunteers feel valued, equipped, and motivated in their service to the community. Be a part of cultivating a supportive and appreciative environment that celebrates the contributions of our amazing volunteers!

What you'll Do:

- **Volunteer Management:**
 - Manage a rolling calendar of training dates, shift requirements, and appreciation events.
 - Build and publish the monthly schedule through an online scheduling tool.
 - Track and respond to volunteer requests to trade, drop, or pick up shifts.
 - Generate sign-in sheets and security lists for all shows.
 - Maintain records of volunteers' attendance at shows.
 - Organize monthly ticket trades.
- **Recruitment and Training:**
 - Participate in recruitment efforts, including job fairs, Open House events, online advertising, and other campaigns.
 - Update training resources for both in-person and supplementary online training.
 - Maintain the volunteer handbook.
- **Communication:**
 - Regularly communicate with volunteers via email and in person.
 - Address volunteer questions and concerns proactively and professionally.
 - Engage with volunteers during their shifts.
- **Appreciation and Events:**



- Plan and execute all volunteer appreciation events and initiatives.
- Collaborate with the Community Engagement team on community volunteer programs, such as the Performing Arts Ambassadors.

What You'll Bring:

Availability:

- Work pre-show event hours and weekly office hours consistently
- Attending training and staff appreciation events

Example schedule:

- Broadway: 4 shows, On-Site Office hours: 4 days
- One-nighter week: 3 shows, On-Site Office Hours: 3 days + 1 Remote Day
- Strong organizational and communication skills.
- Ability to manage multiple tasks and priorities.
- Experience in volunteer coordination or as a volunteer.
- Proficiency with online scheduling tools and basic office software.

Physical Requirements

- Must be able to see and communicate through speech and listening.
- Position requires walking, climbing stairs and occasional sitting.
- May be exposed to adverse weather conditions.

While your job description provides a roadmap for your role, it's not set in stone. We value adaptability. So, there may be times when we'll ask you to stretch your wings and try something new, contributing beyond your regular duties.

Apply Here