

Job Title	Performance Lead (part-time)
Reports to:	Senior Director of Patron Services

PURPOSE OF THE JOB:

The Performance Lead works to ensure an excellent patron experience, planning and delivering front-of-house support. This position will work within the Patrons Services team in a multi-venue environment, ensuring public spaces and performance venues are ready for guests. A Performance Lead creates an enjoyable and lively environment for guests, volunteers and support staff.

This role is highly visible and interacts with sponsors, vendors, clients, Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City), other presenting organizations and the Kauffman Center for the Performing Arts staff. The Performance Lead is expected to provide the highest level of customer service to all guests, vendors and clients.

ESSENTIAL JOB FUNCTIONS

Responsibilities:

- Support the Patron Services Department in all activities needed to provide a positive patron experience and to ensure a safe and pleasant environment.
- Act as manager on duty for performances and events, and takes leadership responsibility for front-of-house functions and supervision, including:
 - Briefing volunteers and staff regarding their roles for a performance or event.
 - Supervising up to four Team Captains at any given performance.
 - Maintaining readiness standards to ensure front-of-house is clean, set-up and always prepared for guests.
 - Communicating performance-specific information with the Ticket Office to provide up-to-date information to patrons.
 - Providing patrons with accurate, up-to-date information about the Kauffman Center's and Resident Arts Organization's programs and venues.
 - Acting as liaison with contracted building staff during performances.
 - Monitoring and ensuring smooth lobby traffic and seating of patrons.
 - Working in collaboration with all departments for the overall success of events. Assists and supports the organization's accessibility initiatives to ensure an inclusive environment for all guests at every event.
- Address patron and usher issues; work with other staff (security, ticket office, medical, etc.) for resolution as needed.

- Coordinate merchandise sales and settlements for presenting organizations.
- Respond to patron requests and/or grievances; identify, research and resolve patron issues by interacting as needed with various personnel to develop appropriate responses to issues and inquiries.
- Prepare end-of-night house reports.
- Assist the Patron Services department with projects and initiatives which may include volunteer recruitment, training and administration; security and establishing front-of-house standards and operations.
- Perform other duties as assigned.

ESSENTIAL SKILLS AND ABILITIES

Minimum Qualifications

- General knowledge of customer service and guest relations.
- Ability to work independently and collaboratively in a fast-paced, dynamic work environment and lead, train and motivate others.
- Demonstrated ability to work with the public and use conflict resolution skills.
- Excellent written and verbal communication skills.
- Requires an average of 15 – 30 hours per week with the ability to accommodate a flexible schedule (primarily evenings), including most weekends and holidays.
- Ability to lift thirty (30) pounds.
- Ability to remain standing for long periods of time, up to four hours.
- Ability to climb stairs without assistance.
- Hand dexterity.
- Mental acuity.

Essential Qualifications

- Experience in theatre or venue supervision with an emphasis in front-of-house or equivalent experience in similar/related industries.
- Strong problem solving and strategic thinking skills.
- Proficient in managing multiple priorities simultaneously with poise in high stress situations.
- Commitment to identifying critical issues and working toward solutions.
- Ability to work collaboratively, proactively and professionally with multiple organizations and vendors.

ORGANIZATIONAL VALUES

Adheres to and promotes the organization's values:

Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none">▪ Integrity▪ Honest communication▪ Transparency▪ Trustworthy▪ Responsible	<ul style="list-style-type: none">▪ Striving to improve or meet a standard of excellence▪ Motivated	<ul style="list-style-type: none">▪ Flexible▪ Fun▪ Embraces new ideas	<ul style="list-style-type: none">▪ Service▪ Considerate of others▪ Treat others with dignity and care▪ Work toward shared goals

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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