

Job Title	Team Captain
Reports to:	Patron Services Manager

The Kauffman Center for the Performing Arts seeks a part-time Team Captain for the Muriel Kauffman Theatre and Helzberg Hall. The person in this position shares roles and responsibilities in the area of Patron Services primarily focused on successful performance/event operations by serving as a liaison between the usher team and house management.

PURPOSE OF THE JOB:

The Team Captain works to assure an excellent patron experience for all events at the Kauffman Center for Performing Arts by planning and delivering front-of-house support, while working closely with patrons, volunteers, staff, Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City) and other presenting organizations.

This position must work effectively within the Patrons Services team in a multi-venue environment. This position ensures that public spaces and performance venues are ready for guests and creates a fun and lively environment for volunteers, support staff and patrons.

The Team Captain oversees and has the most immediate relationship with the usher team during performances, including matinees or evening performances on the weekdays or weekends, and report directly to the Front of House Manager. The following information provides a broad overview of the roles and responsibilities of the Team Captain:

Team Captains work with the usher team to

- Coach, encourage, and support
- Troubleshoot issues to provide a smooth patron experience
- Understand and communicate emergency procedures

The Team Captain could also be called to assist the house management team on a variety of performance-specific tasks.

This role is highly visible and interacts with sponsors, vendors, clients, Resident Arts Organizations, other presenting organizations and the Kauffman Center for the Performing Arts. The Team Captain is expected to provide the highest level of customer service to all guests, vendors and clients.

ESSENTIAL JOB FUNCTIONS

- Support the front of house operations in all activities needed to provide a positive customer experience and to ensure patron safety.
- Act as lead at selected performances and events, taking leadership responsibility for front of house functions and supervision.
- Maintain standards for audience chamber readiness and ensure front of house is clean, set-up and ready for guests.

- Brief ushers and volunteers regarding their roles for a performance or event.
- Assists with volunteer and support staff training on basic roles and responsibilities, safety and evacuation procedures, industry practices and venue operating policies.
- Monitor and assure smooth lobby traffic and seating of patrons.
- Anticipate and meet the requirements of patrons with disabilities.
- Address patron and usher issues by working with the house management to reach the desired resolution.
- Perform other duties as required.

Qualifications: Minimum Qualifications

- General knowledge of theatre operations, customer service and guest relations.
- Able to work independently and to lead, train and motivate others.
- Demonstrated ability to work with the public and use conflict resolution skills.
- Excellent written and verbal communication skills.
- Position requires the ability to accommodate a flexible schedule (primarily evenings), including weekends, and holidays as well as being able to perform in a fast-paced, dynamic work environment.
- Ability to lift twenty five (25) pounds.
- Ability to remain standing for long periods of time.

Preferred Qualifications

- Experience in theatre or venue/entertainment front of house supervision.
- Strong problem solving and strategic thinking skills.
- Proficient in handling multiple priorities simultaneously with poise in high stress situations.
- Commitment to identifying critical issues and work towards results.
- Able to work collaboratively, proactively and professionally across multiple organizations and with multiple vendors.

Organizational values: Adheres to and promotes the organization’s values (see below)

ORGANIZATIONAL 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.