

EDMONDS CENTER FOR THE ARTS / EDMONDS PUBLIC FACILITIES DISTRICT

POSITION: Hospitality Coordinator

EMPLOYMENT STATUS: Permanent, Part-Time (.25 FTE, 10 hours per week), Variable Hours, Non-Exempt

REPORTS TO: Production Manager

POSITION SALARY RANGE: \$22.34 per hour

This position is covered by EPFD/ECA's Collective Bargaining Agreement with IATSE 15.

BENEFITS: This position is eligible for a competitive package including:

Employee Assistance Program (EAP) • Healthcare & Daycare Flexible Savings Accounts (FSA) • Sick time in accordance with Washington State Guidelines, and 12 prorated paid holidays per year.

Position Summary:

Under the direction of the Production Manager, the Hospitality Coordinator at Edmonds Center for the Arts plays a crucial role in ensuring the seamless execution of events by managing a wide range of hospitality and logistical tasks. Primary responsibilities include coordinating with tour managers to address their needs, reviewing and fulfilling rider requirements, and providing alternative solutions when necessary. Managing the procurement and delivery of hospitality items, managing the setup and breakdown of green rooms and dressing rooms, and ensure all hospitality areas are fully stocked and maintained. Additionally, the Hospitality Coordinator supports the crew and band members with local information, transportation, and errands.

The Hospitality Coordinator is responsible for meticulous show/event budget management, requiring the creation of estimates, monitoring and tracking expenses, and communicating any budget concerns to the Production Manager. The ability to multitask, have astute attention to detail, and strong organizational skills will be essential in providing top-notch hospitality services and contributing to the overall success of each event. This position has a high level of interaction with professional touring artists as well as community-based partners, volunteers, and performers with a wide range of experience levels. Providing a proactive approach and dedication to excellence for the needs of a variety of events will ensure that both performers and crew members have a smooth and enjoyable experience. Like all employees at EPFD/ECA, the Hospitality Coordinator must collaborate well with all team members and remain committed to EPFD/ECA's mission, goals, and values, while contributing to their evolution.

A Hospitality Coordinator at EPFD/ECA is committed to justice, equity, diversity, and inclusion, and strives to continuously reflect these values within both internal and external relationships. An EPFD/ECA Hospitality Coordinator values a diverse team, is welcoming of different perspectives and approaches, and makes sure that their colleagues and partners feel valued and empowered.

Essential Functions

Event Hospitality

- Review and respond to emails from tour managers, addressing any questions they may have.
- Review riders prior to each show.
- Communicate with tour managers about rider requirements, providing alternative solutions when necessary.
- Create budget estimates to prevent overspending and communicate any deficits to the production manager.
- Provide local menus to tour managers in advance, ensuring restaurants are open on the day of the show.
- Facilitate and order dinner/post-show meals, including pick-up and delivery. Arrange for catering if required.
- Shop for and deliver groceries and other hospitality items.
- Ensure the green room pantry is always fully stocked, shopping as needed.
- Wash, dry, and fold all hospitality laundry (stage towels, kitchen towels, shower towels, etc.).
- Set up the green room, principal dressing rooms, and ensemble room on the day of the show.
- Represent ECA professionally, graciously, and enthusiastically.
- Provide information about local restaurants and entertainment to band members.
- Run errands for the tour. Drive crew and band members as needed, ensuring when using personal vehicle is necessary, it is clean and presentable.
- Handle airport pick-ups and drop-offs, typically in a company van.
- Obtain sponsor posters for signing and ensure they are returned to the appropriate persons.
- Clear/strike the green room, ensemble room, and principal dressing rooms post-show.

Signature/Date



Stage & Event Support

- Ability to work collaboratively and positively with members of the production team, event personnel, artists, and presenters.
- Shop for crew meals and needs, as necessary.
- Perform stage crew tasks as necessary (e.g., spot operations).
- Assist with load-in, setup, and strike alongside crew hands, secondary to hospitality demands.
- Support ECA employees with tasks as needed (e.g., setup and strike of VIP dinners and other events).
- Assist with rental events and other ECA events (e.g., Kidstock, Gala) as necessary.

Administrative/Other

- Email an expense report to the production manager after all hospitality expenses are incurred.
- Maintain and code all receipts from hospitality and crew spending and FOH purchases properly.
- Submit monthly credit card statements with detailed and coded receipts for both EPFD and ECA.
- Attend department, staff, and other production related meetings, as required.
- Participate in other projects and duties as assigned.

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent communication, and interpersonal skills, including ability to work effectively with various departments, external partners, and diverse teams.
- Working knowledge of techniques, methods and procedures of theatre, dance, and music productions and presentations.
- A strong commitment to safety and a thorough understanding of electrical safety protocols and practices.
- Excellent attention to detail and time management skills.
- Strong problem-solving skills to troubleshoot and address technical issues quickly and effectively.
- Inherent comfort level for quickly adapting to changing environments.
- Ability to take initiative, work independently and collaboratively to solve problems and improve efficiency.
- Ability to create and implement systems for process improvement.
- Ability to manage simultaneous, multiple projects, establish priorities, and meet deadlines.
- An ability to exercise a high level of professionalism, judgment, and above all, discretion, and confidentiality.
- Excellent computer skills including MS Office.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent (GED).
- 2-3 years direct experience working in event management, hospitality, or theatre operations: or equivalent combination of education and experience preferred. Previous experience and/or training in a venue, a plus.
- Proficient understanding of financial information and data
- Professional appearance and demeanor
- Must be 21 years of age
- A valid driver's license and acceptable driving record is required for those in positions that may operate company vehicles.
- Crowd Control Certification (within 30 days of hire)
- Hold a food worker's permit (within 30 days of hire)

WORKING CONDITIONS:

This position may have a moderate to high stress level associated with dealing with crowds of public visitors. The environment is mainly indoors, however position may be required to work outdoors and exposed to the elements (heat, rain, etc.). Potential hazards involving high places, working under structures such as lighting equipment and beams.

This is a part-time position; hours of work must be flexible and varied to meet the demands of the events of the facility. Must be able to work extended and/or irregular hours including day, nights, weekends, and holidays, as needed. Must have reliable transportation.

- Must be able to continuously stand or walk for extended periods.
- May require lifting, climbing, carrying, bending, stooping, squatting, and kneeling for extended periods of time.
- Ability to lift up to 50-pound items with or without assistance, while maintaining good balance.
- Ability to work more than 8 hours in a single shift.
- Standard office environment for administrative tasks. Moderate level of movement around the venue, often at a quick pace. Periods of remaining in a stationary position in an office setting and operating a computer.

Signature/Date



- Unexpected interruptions occur often, and stress level is moderate to high.
- Noise level is quiet to moderate.
- Ability to observe details at close range during computer use and document review.
- Repetitive use of hands and wrists on computers and equipment.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

APPLICATION REQUIREMENTS:

Please send cover letter describing qualifications, resume, three references, completed EPFD/ECA Application Form and Voluntary EEO Survey (available for download at <https://www.edmondscenterforthearts.org/about/careers-at-eca/>) to careers@ec4arts.org OR to **Hospitality Coordinator**, Edmonds Center for the Arts, 410 4th Ave N, Edmonds, WA 98020. No phone calls please.

Edmonds Public Facilities District/Edmonds Center for the Arts is an Equal Opportunity Employer and is committed to advancing equity through our work and to becoming a more inclusive organization.

NOTE: Pursuant to the Immigration Reform and Control Act, all new employees must present acceptable documents verifying identity, and authorization to be employed in the United States. Additionally, all applicants must possess a valid Driver's License.

NOTE: An EPFD/ECA Application Form is required for all EPFD/ECA job openings. It is important that you review the application carefully. A candidate may be disqualified due to an incomplete application form. Any individual requiring ADA accommodation during any part of the selection process should advise EPFD/ECA of the need.