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| Job Title | Team Captain |
| Reports to: | Patron Services Manager – Front of House |

The Kauffman Center for the Performing Arts seeks a part-time Team Captain for the Muriel Kauffman Theatre and Helzberg Hall. This position shares roles and responsibilities with Patron Services, primarily focused on the execution of performance/event operations while serving as a liaison between the usher team and house management.

PURPOSE OF THE JOB

The Team Captain strives to create an excellent patron experience for all events at the Kauffman Center for Performing Arts. This highly visible role primarily delivers front-of-house support while providing the highest level of professionalism to all guests, vendors and partners, which includes the Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City) and other presenting organizations.

The Team Captain works effectively within the Patrons Services team in a multi-venue environment. This position ensures that public spaces and performance venues are ready for patrons, while also creating and maintaining 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 and reports directly to the Performance Lead. The Team Captain could be called to assist the house management team on a variety of performance-specific tasks.

ESSENTIAL JOB FUNCTIONS

The Team Captain role includes, but not limited to, the following responsibilities:

- Supports front-of-house operations in all activities needed to provide a positive and safe patron experience.
- Takes leadership responsibility for front of house functions and supervision.
- Maintains standards for performance venue readiness and ensures that front-of-house is clean, set-up and ready for patrons.
- Briefs volunteers regarding their roles for a performance or event.
- Assists with the training of volunteers and support staff on basic responsibilities, venue operating policies, safety and evacuation procedures.
- Monitors and ensures smooth lobby traffic and seating of patrons.
- Anticipates and meets the needs of all patrons, including those with disabilities.
- Addresses patron and usher concerns by working with the house management to reach a common resolution.
- Performs other duties as required.

QUALIFICATIONS

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.
- Position requires the ability to accommodate a flexible schedule (primarily evenings), including weekends and holidays.
- Ability to lift twenty-five (25) pounds.
- Ability to remain standing for long periods up to four hours.

Preferred Qualifications

- Experience in theatre or venue supervision with an emphasis in front-of-house.
- 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 (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.