



# City of Tempe

## ARTS COORDINATOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	267	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$57,294
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$77,346
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr Recreation Coordinator+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general direction from Culture Services supervisory and management staff.  
 Exercises direct supervision over paraprofessional, technical, contract and volunteer Culture Services staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	<p><b><u>When assigned to Tempe Center for the Arts Box Office Coordinator:</u></b></p> <p>Equivalent to three years of full-time supervisory experience in box-office operations and ticketing sales utilizing computerized ticketing systems. Applicable experience may include front of house operations, box office operations, catering services, and/or house management.</p> <p><b><u>When assigned to Tempe Center for the Arts Business Development Coordinator:</u></b></p> <p>Equivalent to three years of full-time work experience assisting in the management and/or operation of a performing arts facility or similar venue. Applicable experience may include front of house operations, catering services, event services and/or hospitality services.</p> <p><b><u>When assigned to Tempe Center for the Arts Patron and Client Services:</u></b></p> <p>Equivalent to three years of full-time work experience assisting in the management and/or operation of a performing arts facility or similar venue.</p>
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	<p>Applicable experience may include front of house operations, box office operations, catering services, and/or house management.</p> <p><b><u>When assigned to Tempe Center for the Arts Gallery:</u></b></p> <p>Equivalent to three years of full-time experience assisting in the management, operation and/or programming of visual arts facility, visual arts program, or a related application.</p> <p><b><u>When assigned to Tempe Center for the Arts Production Coordination:</u></b></p> <p>Equivalent to three years of full-time work experience in technical direction and/or production management in a multi-venue performing arts facility or similar venue or application. Applicable experience may include lighting and audio implementation and execution, touring technical management, and/or theatrical production organization.</p> <p><b><u>When assigned to Arts Instructional Program:</u></b></p> <p>Equivalent to three years of full-time experience in the organization, coordination and implementation of arts instructional classes and/or workshops or related arts programs.</p> <p><b><u>When assigned to Public Art Program:</u></b></p> <p>Equivalent to three years of full-time experience in the organization, coordination and implementation of public art programs, cultural arts or visual arts programs.</p>
<p>Education:</p>	<p><b><u>When assigned to Tempe Center for the Arts Box Office Coordinator:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in fine arts, performing arts, arts management, business, education or a degree related to the core functions of the position.</p> <p><b><u>When assigned to Tempe Center for the Arts Business Development Coordinator:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theater, hospitality, arts management or a degree related to the core functions of this position.</p> <p><b><u>When assigned to Tempe Center for the Arts Patron and Client Services:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theater, theatrical production, arts management or a degree related to the core functions of this position.</p> <p><b><u>When assigned to Tempe Center for the Arts Gallery:</u></b></p>

	<p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in art history, fine arts, humanities or a degree related to the core functions of this position.</p> <p><b><u>When assigned to Tempe Center for the Arts Production Coordination:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theatrical production, technical direction, production management or a degree related to the core functions of this position.</p> <p><b><u>When assigned to Arts Instructional Program:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in art history, fine arts, humanities, education, recreation or a degree related to the core functions of this position.</p> <p><b><u>When assigned to Public Art Program:</u></b></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in art history, fine arts, humanities, education or a degree related to the core functions of this position.</p>
<i>License / Certification:</i>	None

## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional and administrative duties involved in the implementation, coordination and operation of the city's Art & Culture Division programs, services and facilities.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Assess the needs and desires of the community as they relate to the programs, services and facilities of the Arts & Culture Division.
- Assist in the preparation of program marketing materials, including news releases, flyers and brochures.

- Respond to inquiries from the public regarding programs, services and facilities of the Art & Culture Division.
- Assist in the process to recruit, hire, train, schedule, oversee and evaluate staff and volunteers associated with the delivery of programs and services and the operation of facilities of the Art & Culture Division.
- Participate in the budget process and monitor expenses.
- Contribute to the development of a healthy work environment, exhibit an employee and citizen focus, and take initiative to solve problems.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

**When assigned to Tempe Center for the Arts Box Office Coordinator:**

- Assist in the process to recruit, hire, train, schedule, oversee and evaluate staff and volunteers associated with the delivery of programs and services and the operation of Tempe Center for the Arts (TCA).
- Participate and monitor box office operating budget. Participates in the overall facility budget process.
- Coordinate and supervise the day-to-day operation of the TCA box office; oversee and supervise ticket selling, cash management and all ticket-related customer service functions.
- Coordinate, operate and supervise all aspects of the TCA's computerized ticketing system, including but not limited to performance-specific seating map set-up, series and subscription management, software upgrades with contracted ticketing provider, event and season information for sales, data collection and reporting.
- Ensure operational readiness of all box office systems and equipment. Advise on procedural and technical needs and/or changes to box office operation.
- Serve as liaison with all ticketed event clients. Provide guidance and direction to clients regarding deployment of ticketing system.
- Control and maintain ticket patron database to ensure accuracy and security of information. Provide reports to management as requested.
- Establish, develop and implement industry-accepted box office operational and sales policies and procedures. Instruct and monitor same with box office sales representatives.
- Maintain box office sales, receipts and ticket transactions. Monitor appropriate records retention policies for box office specific records.
- Provide daily box office reports, performance settlements and statistical data for each event. Coordinate ensure accuracy of deposits with financial services staff.
- Ensure all ticketing and seating practices are in compliance with Americans with Disabilities Act (ADA) guidelines and regulations and all accepted fire and safety standards.
- Respond verbally and in writing to complaints and credits from the public and clients.
- Perform related duties as assigned.

**When assigned to Tempe Center for the Arts Business Development Coordinator:**

- Actively promotes the Tempe Center for the Arts (TCA) to event, wedding and meeting planners by attending trade shows, seminars and other related activities to seek and book new TCA events resulting in optimum use and maximum revenue potential of TCA facilities.
- Coordinate the TCA social and business event calendar utilizing software programs.
- Issue License Agreements to clients; tracks License Agreement requirements and deadlines.
- Act as initial informational and sales contact to potential users of TCA facilities.
- Communicate user needs/requirements/schedules/catering to appropriate staff upon confirmation of scheduled event(s). Act as facility liaison with food and beverage providers operating within the TCA facility.
- Works with TCA management and marketing and public relations staff in developing marketing materials for promoting the use of TCA facilities.
- Coordinates client billing with TCA accounting staff and City of Tempe financial services staff.
- Assist TCA Manager to establish TCA Partner's (resident arts companies) annual season schedules and issue pertinent License Agreements, billings and all associated follow-up.
- Becomes fully familiar and knowledgeable with TCA Operating Policies, food and beverage agreement(s), and other contract and procedural documents.
- As appropriate, maintains communication and coordinates with the City of Tempe Recreation Division for social and business events being held at the Art Park to minimize conflict of simultaneous events.
- Coordinate with client(s) and required TCA staff to ensure a successful event at the Tempe Center for the Arts from initiation to completion and follow-up with the continual goal of exemplary customer service.

**When assigned to Tempe Center for the Arts Patron and Client Services:**

- Control and monitor the customer and client contact aspect of facility event coordination for the Tempe Center for the Arts (TCA).
- Coordinate activities that may include patron services, box office operations, volunteer program and front of house operations.
- Assist in the implementation of TCA policies and procedures.
- Coordinate and schedule programs, activities and special events related to the TCA.
- Perform and coordinate tasks including booking, contracting, and detailing of space usage by clients. Communicate and document detailed rental and contractual obligations such as deposits, payment schedules, insurance requirements and in-house services to clients. Assist prospective clients with regard to space availability and suitability for various events.
- Participate in the budget process and monitor expenses related to front of house operations and patron/client services at the TCA.
- Coordinate Americans with Disabilities Act (ADA) requirements pertaining to front of house operations. Assure adherence to fire and safety procedures in assigned areas.
- Respond verbally and in writing to complaints and credits from the public and clients.

**When assigned to Tempe Center for the Arts Gallery:**

- Coordinate gallery and exhibitions needs for the Tempe Center for the Arts (TCA) and exhibition satellite locations included in the Cultural Services Exhibitions Program.
- Curate and/or coordinate curatorial services for exhibitions in the Cultural Services Exhibitions Program.
- Coordinate activities including, but not limited to, docent services, gallery operations, installations, de-installations, exhibit schedules, and other gallery activities.
- Implement policies and procedures as pertaining to the Cultural Services Exhibitions Program and the TCA gallery.
- Coordinate and schedule programs, exhibits, activities and special events related to the TCA gallery and exhibition satellite locations included in the Cultural Services Exhibitions Program.
- Perform and coordinate tasks, including, but not limited to, contracting, contract administration, and record keeping associated with maintenance and restoration of artworks within City of Tempe collection, incoming and outgoing loan of artworks, purchase of artworks, placement and inventory of city-owned and on-loan artworks, and procurement of visual arts exhibits.
- Participate in the budget process and monitor expenses related to the Cultural Services Exhibitions Program.
- Coordinate Americans with Disabilities Act (ADA) requirements pertaining to gallery operations. Assure adherence to fire and safety procedures in assigned areas.
- Respond verbally and in writing to complaints and credits from the public and clients.

**When assigned to Tempe Center for the Arts Production Coordination:**

- Coordinate and oversee production needs of events in the Tempe Center for the Arts (TCA). Oversee function spaces within TCA and serve as site manager during events.
- Advise on technical production needs of booked and/or prospective events. Review technical needs and riders of prospective clients.
- Schedule, coordinate, oversee and evaluate TCA production staff, regular and temporary.
- Ensure operational readiness of performance systems and equipment. Perform and/or coordinate regular maintenance and safety inspections of all theatrical systems and equipment.
- Confer with incoming user organization(s) (clients) to clarify and coordinate production and personnel needs. Assure all pre-event preparations are completed to satisfaction in a timely manner.
- Develop and maintain production area records; prepare reports as necessary.
- Liaise with third-party security for scheduling and to address any pertinent issues.
- Monitor expenses related to production activities at the TCA.
- Load, unload, carry, push, and slide unwieldy and/or heavy objects.

**When assigned to Arts Instructional Program:**

- Coordinate and oversee the city of Tempe Arts Instructional Program.
- Organize, schedule and implement instructional and cultural programs, activities, and special events for youth and adults.

- Negotiate and administer contracts with arts instructors, dance and theater groups for community performances and arts instructional services.
- Oversee and secure equipment and supplies for the Arts Instructional Program.
- Coordinate and monitor expenses for the Arts Instructional Program.
- Participate in the development and implementation of the policies and procedures relating to the Arts Instructional Program.
- Maintain records and develop reports for programs and program effectiveness; maintain records for registration and fees collected; maintain and file accident reports; prepare statistical reports as required for the Arts Instructional Program.

**When assigned to Public Art Program:**

- Coordinate and oversee the City of Tempe Public Art and Art in Private Development Programs.
- Coordinate the process for selecting artists for commissioned projects including writing and distributing RFQ/RFPs and coordinating selection panels and public presentations of proposals.
- Negotiate and administer contracts with artists for the purchase of artwork and commissioning of public art.
- Serve as staff liaison with other city departments through design development and review of projects which include a public art element.
- Oversee on-site art installations and execute routine site visits.
- Develop and implement service contracts for the maintenance and conservation of public art owned by the city.
- May coordinate with private individuals and/or nonprofit organizations for the receipt of donated artwork.
- May apply for and administer state and/or regional grants related to public art.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Pending

**COMPETENCIES**

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective July 1989*

*Revised January 1999*

*Revised July 2005*

*Revised November 2005 (title change)*

*Revised February 2006*

*Revised October 2007 (added section for assignment to Business Development Coordinator)*

*Revised November 2012 (Duties, Business Development Coordinator)*

*Revised December 2014 (added when assigned to Box Office Coordinator)*

*Revised March 2019 (update job duties for TCA Arts Production Coordinator)*