



**POSITION ANNOUNCEMENT:
AUDIENCE ENGAGEMENT ASSOCIATE**

POSTING DATE: November 1, 2022

STATUS: Full-Time, non-exempt

SALARY: \$50,500/ annually

Ars Nova seeks a dynamic people-connector, audience steward and thoughtful communicator to join us as our Audience Engagement Associate. Reporting to the Culture & Community Director, the Audience Engagement Associate is on the frontlines of combining audience experience with community building and partnerships.

Ars Nova exists to discover, develop and launch singular theater, comedy and music artists who are in the early stages of their careers. We are the stomping ground and launching pad for visionary and adventurous artists to create new work. We strive to build the next generation of audiences for live entertainment by prioritizing a zeitgeist-forward aesthetic and marrying it with accessible ticket prices. Some of our acclaimed work includes: Heather Christian's *Oratorio for Living Things* (dubbed "profoundly strange and overwhelmingly beautiful" by The New York Times), the Lortel Award-winning "Outstanding Musical" *Rags Parkland Sings The Songs Of The Future*, the Broadway-bound *KPOP*, Obie-award-winning and international touring *Underground Railroad Game*, and the Tony Award-winning smash-hit *Natasha, Pierre & The Great Comet of 1812*.

Ars Nova recognizes both that it is a predominantly white institution and that our institutional practices have led to the exclusion of Black, Indigenous and People of Color from our team. We are actively working to become a more diverse, anti-racist, inclusive organization; please see our commitments and progress towards these objectives [HERE](#). We hope candidates from the global majority will accept our invitation to apply.

KEY PURPOSE OF POSITION/GOALS:

The Audience Engagement Associate plays a key part in hosting the Ars Nova party and creating an inviting and welcoming space for audience members and stakeholders alike. Specifically, you will:

- **Generate a sense of belonging and ease to all prospective audience members** through management of the ticketing pathway;
- **Create and maintain a welcoming environment for all audience members** through leadership of the Front-of-House Team;
- **Cultivate greater equity and inclusion in the audience experience** by prioritizing meeting audience accessibility needs and cultural competency for Front-of-House staff.

SPECIFIC RESPONSIBILITIES AND COMPETENCIES:

The responsibilities, competencies and expectations outlined below are representative, not exhaustive. Responsibilities may shift as needed to best align with organizational needs.

Managing and leading all ticketing, front-of-house and Bars Nova operations for Ars Nova productions and rentals, including:

- Supervising and providing performance management of 4-6 part-time House Managers;
- Hiring, training and shift scheduling for all Front-of-House (FOH) roles for each performance, including show-specific adjustments to front-of-house experience;
- Coordinating coverage for any staffing changes and providing backup coverage in case of illness or emergency;
- Maintaining box office auditing documentation including nightly settlement reports and attendance documentation;
- Managing all ticketing through OvationTix and InPlayer, including building performances, managing inventory, and booking house seats for Ars Nova productions, and rentals in our spaces;
- Managing all supplies and inventory for FOH operations and Bars Nova, our in-house source for pre-show libations and refreshments;
- Ensuring we are meeting accessibility needs, and that we are prioritizing cultural competency in our FOH staff, to make sure everyone feels truly welcome at the theater.

ABOUT YOU:

- You have a **passion for theater**, for artists of all stripes, and love connecting communities to each other and to live entertainment;
- **You are a skillful party host**, and the type of person who wants to welcome folks in, fix them a plate, freshen their drink, and introduce them to someone they'd really hit it off with;
- You are **detail-oriented** and **highly organized** – you love a list! Your inbox is filed, color-coded, and has zero unread messages. You remember how your best friend's mom takes her coffee!
- You are **level-headed** and **even-keeled**. You are able to make good judgment calls under pressure, and even manage to smile while you do it. #keepcalmandcarryon
- **You share our commitment to anti-racism and creating and maintaining an inclusive environment**, are excited about joining our efforts to make Ars Nova a more just and equitable place to work and make work, and have the ability to interact effectively with people of different cultures and socio-economic backgrounds;

BONUS IF :

- **You are already comfortable representing Ars Nova**, its mission, programs, and core values to the broader community;
- You have **1-4 years training and/or experience** in front-of-house or box office for an arts, creative, or forward-thinking organization (not-for-profit experience a plus);

- You demonstrate **knowledge of OvationTix**, or a similar ticketing CRM.
- You are someone **who can balance taking care of the people currently in the room, and imagining who isn't in the room** -- and want to figure out why and how to remove barriers to access and inclusion.

We know there are great candidates that may not have all of the qualifications listed above but possess intuitive knowledge or other fully transferable skills. If that's you, don't hesitate to apply and tell us about yourself.

AN EXCEPTIONAL OPPORTUNITY:

This is an exempt, full-time position with a starting annual salary of \$50,500. **Ars Nova offers fair pay: we compensate both fairly and competitively within the not-for-profit entertainment industry, as well as on a transparent level salary system within the organization; our Fair Pay Guidelines are in our Transparency Report, available on our website at arsnovanyc.com/accountability.** Benefits include health and dental insurance, an open and unlimited vacation policy, an Employee Assistance Program offering confidential counseling, legal support, work-life solutions and the like, opt-in 403B, FSA, and TransitChek plans, and more.

Please note that Ars Nova currently uses a hybrid work environment. However, this position will require onsite, in-person activity (including some evenings, weekends and holidays), so the applicant should intend to reside in the greater NYC area. As of September 5, 2021, Ars Nova requires all employees to be fully vaccinated against Covid-19. Religious and medical exemptions to vaccination will be provided in accordance with New York State public health laws.

APPLICATION INSTRUCTIONS:

Please submit a resume and a statement about what audience engagement and access means to you. Ditch the "cover letter" and speak from the heart about what excites you about this work. While we ask that resumes be submitted in written form, we invite applicants to submit their Audience Statement via a written piece, audio or video recording – whatever form best supports your self-expression.

Submission link: <https://form.asana.com/?k=opqQz5-Q5OKC4N0eDoNfWw&d=75190075101323>

In order to help maintain an equitable process, please do not submit unsolicited candidate recommendations. For process or technical questions, please email jobs@arsnovanyc.com.

HIRING PROCESS:

The hiring process will be conducted on a rolling basis, so we encourage you to submit as soon as possible. Culture & Community Director, Kisha Jarrett and Managing Officer, Casey York will begin reviewing applications at the beginning of November. First round candidates will interview over Zoom, and Finalists are anticipated to participate in an in-person final interview with several staff members. Additionally, finalists may request a meeting with members of our affinity group for staff members who identify as people from the global majority if that perspective would be helpful to them. References will then be requested and checked and an offer is expected to be made in late November or no later than mid-December.

The position is currently expected to start in December 2022 or January 2023.