

## **Programs Coordinator: Member Services Job description**

Theatre Bay Area, one of the largest regional performing arts service organizations in the nation, seeks an enthusiastic applicant to join its programs/membership team as a full-time Programs Coordinator: Member Services. The position will report to the organization's Deputy Director and work closely with other members of the TBA staff, especially the Programs Coordinator: Awards and Publications. This position is not only responsible for the day-to-day stewardship of the organization's programs strategies but plays a key role in developing and accessing TBA programs to ensure impact, inclusiveness and effectiveness.

### **MAJOR AREAS OF RESPONSIBILITY**

#### **Member Services**

##### **Membership**

- Work with Deputy Director to articulate goals and evaluation mechanism for membership, including Audience, Individual, Associate and Company Memberships
- Assist Marketing /Communications Manager and Deputy Director to devise marketing plan. Implement the appropriate aspects of the plan
- Be the primary person responsible for the distribution of information about and marketing materials for Theatre Bay Area membership, including representing Theatre Bay Area at outside events
- Stay abreast of the changing needs of the field
- Meet with editorial leadership/program staff to help plan and implement journalism (both written and multi-media/podcast)
- Occasionally assist in the design of marketing material for website and emails, such as banner ads, website sliders, email graphics, etc. Implement as appropriate.
- Invoice monitoring and maintenance
- Work to meet agreed upon budget goals for membership

##### **Programs**

- Work with Deputy Director to articulate goals, formats, budgets, content and evaluation mechanism for key TBA programs, including ATLAS career development program, General and Regional Auditions, Annual Conference, Theatre Week, and various workshops as scheduled
- Assist in updating the Theatre Bay Area web page to reflect program goals, deadlines, progress, etc.
- Work to meet agreed upon program goals (both budgetary and programmatic)
- Collaborate with team around marketing programs
- Collaborate with team around executing events: logistics, staffing, etc.

##### **Other**

- Provide backup assistance with general customer service at front desk, phones and emails
- Other duties as assigned

##### **Compensation**

\$35,000 (full-time, non-exempt) with paid vacation and sick time; full health benefits

##### **Qualifications**

- Passion for customer service and program development
- Ability to complete data entry with high level of accuracy and strong attention to detail
- Knowledge of Bay Area theatre/dance/performing arts community with high interest in theatre
- Extremely comfortable with technology: excellent computer skills and familiarity with PCs and MS Office
- Basic knowledge of principles of content management systems and email services
- Extremely detail-oriented and organized, proactive and professional with a good sense of humor
- Ability to work and communicate with a variety of people and diverse communities
- Some experience/fluency with Photoshop and Adobe Illustrator preferred

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### **About Theatre Bay Area**

Founded in 1976, Theatre Bay Area is known for its innovative programs and services, and counts as its members more than 300 theatre companies and some 2,000 individual artists across the region. Theatre Bay Area's mission is to unite, strengthen, promote and advance the Bay Area theatre community working from its conviction that theatre and all the arts are an essential public good, critical to a truly prosperous and democratic society, and invaluable as a source of personal enrichment and growth. Theatre Bay Area asserts the particular power of theatre to inspire empathy and understanding, to enrich individual lives, and create community.

### **Application Process**

Please submit cover letter and resume to

Dale Albright, Deputy Director

Theatre Bay Area

[dale@theatrebayarea.org](mailto:dale@theatrebayarea.org).

Application Deadline: Wednesday, May 16, 2018 or until position is filled

Theatre Bay Area has a collegial, inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply. Theatre Bay Area is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, creed, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability or veteran status.