

Membership and Events Associate 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 Member and Events Associate. The position will report to the organization's Deputy Director and work closely with other members of the TBA staff, especially the Programs Coordinators. This position is not only responsible for the day-to-day stewardship of the organization's events and fulfillment of membership benefits but plays a key role in our ongoing efforts to ensure impact, inclusion and effectiveness.

MAJOR AREAS OF RESPONSIBILITY

Member Services

Membership

- Answer phones and provide customer service to members
- Maintain databases (membership)
- Provide clerical assistance (data entry, mailings, etc.)
- Email/send membership packets/invoices to members and update information as needed
- Assist other staff members in implementation of appropriate aspects of our marketing plans and outreach efforts
- Stay abreast of the changing needs of the field
- Invoice monitoring and maintenance
- Work to meet agreed upon budget and value-based goals for membership

Events

- Primary coordinator of logistics for all TBA events. Events include, but are not limited to:
 - General and Regional Auditions
 - Annual Conference
 - Workshops as scheduled
- Event logistics duties include but are not limited to:
 - Assist in organizing pre-event logistics (pre-planning, venue, vendors, creating and managing registration, marketing, etc.)
 - Attend events as necessary for day of event logistics
- Maintain events calendar
- Assist in updating the Theatre Bay Area web page to reflect event specifics
- Work to meet agreed upon program goals (both budgetary and programmatic)

Other

- Be the primary presence at Theatre Bay Area Front Desk: answer questions, handle cash/credit card transactions, manage mail/e-mail correspondence, postcard distribution, etc.
- Other duties as assigned

Compensation

Starting rate is \$16/hr with paid vacation and sick time; full health benefits

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Qualifications

- Passion for customer service and program implementation
- 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 desired

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.

Application Deadline: Thursday, Feb 7, 2019 or until position is filled

Theatre Bay Area has a collegial, inclusive work environment and works to advance equity, diversity and inclusion. 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.