

Position:	Concert Production Coordinator
Classification:	Hourly, Non-Exempt
Reports to:	Vice President, Director of Artistic Planning
Effective Date:	January, 2022

## JOB DESCRIPTION

### Summary/Objective

The Concert Production Coordinator works closely with both the Production Manager and Event Manager to coordinate all front of house needs for all concerts during the summer festival. The Coordinator is responsible for ensuring the success of all front of house concert production needs by coordinating vendors, personnel, site plans, seating charts, and event flow. This position requires a highly motivated, organized, self-starter who embodies both a passion for the arts and production and enjoys working with others.

### Essential Duties and Responsibilities

- Oversee all front of house (FOH) concert production for summer season; venues (FOH), seating chart, seating plan, ADA compliance plans, parking plans, guest entry and exit plans, VIP lounge(s)
- Acts as the primary manager onsite at concert events
  - Ensuring all front of house elements are in place and ready for guest arrival
  - Handling any issues that may arise in a calm and professional manner and solving those issues timely and efficiently
  - Checking in any staff/volunteers, holding pre-shift meeting making sure anyone working the event knows the timeline and has work assignments
- Works closely with the Patron Services team to determine best seats in the house for Patron seating section and manage reserved seating plan
- Coordinates the production of the Patron Lounge as directed by the Partnerships team, ensuring all needs are met
- Coordinates with valet company to determine best parking plan for venue and patron valet service
- Handles all rentals & vendor communications for individual concert production and setup (FOH).
  - Signage
  - Audience chairs, furniture, stanchions, tables, restrooms etc.
- Coordinates load-in and load-out schedules for setup and breakdown
- Coordinates concert production staffing needs including seasonal production support staff
- Works with Program Coordinator to assign and schedule volunteers
- Determines FOH signage plans
  - Identifies and communicates signage needs to marketing
  - Develops set-up and breakdown schedule of signage
- Handles all permitting needed for concerts (event permit, sound permit etc.)
- Supports organization and maintenance of off-site storage

### Knowledge, Skills and Abilities

- Experience in event production.
- Familiarity with performing arts presentation environment.
- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.
- Maintains high level of professionalism. Reacts well under pressure and in a fast paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Competency in multiple software and database systems including Salesforce, MS Office Suite, and Google Suite.

**Work Environment**

This job operates remotely, in a seasonal production office environment, in the community at large, and occasionally onsite at event venues including outdoor settings. This position routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Position Type/Expected Hours of Work**

This is a part-time, seasonal position working an average of 10-40 hours per week. Hours will increase steadily during the months of May, June, and July. General hours and days of work will be completed during standard business hours (9am-5pm, Monday-Friday). This position requires longer hours approaching and during events, and night and weekend work will be required. Position is eligible for hourly overtime pay according to California law and as agreed upon and approved in advance by supervisor.

**Travel**

This position will require some local travel. Reimbursement for work related travel is available according to IRS mileage reimbursement rates.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of 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.

**Equal Employment Opportunity**

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.