

Job Description

Position Title: Artist Coordinator – Full-time (Theater department)

Position Summary: Artist Coordinators serve as the liaison and logistics coordinator for visiting artists and provide administrative support for the Artistic & Managing Director (AMD). This position requires evening and weekend work on a regular basis. Artist Coordinators will also be cross-trained as a House Manager, manage the music theater's front-of-house responsibilities during concert performances and other events, interacting with multiple groups of people including guest service, volunteer team members, guests, and the artist themselves.

Primary Responsibilities

Responsibilities will be split/assigned among the Artist Coordination team:

- Represent MIM professionally and competently as primary point of contact for assigned artists/tour managers, directing inquiries to other members of the production team as necessary.
- Plan, book, and coordinate travel and transportation logistics for assigned visiting artists as per contract terms (including, but not limited to hotels, ground transportation, airport transfers, and air travel). Track costs for same.
- Create and implement itineraries for assigned guest artists, including both internal events (load-ins, rehearsals, sound-checks, educational workshops, meet-and-greet events, CD signings, etc.) and external events (radio interviews, special events, etc.).
- Capture all event-component timing from other arms of the Theater production team (tech, operations, catering, education, etc.)
- Ensure schedule viability based on competing demands and facilitate solutions when needed. Communicate changes quickly and efficiently to the team
- Work with Special Events Coordinator, Education Manager, or other MIM team members to facilitate guest artist participation in events ancillary to the main Theater performance.
- Provide artist transportation as needed, using the MIM Van. Valid driver's license required; comfort-level with safe operation of a large van is a plus.
- Serve as primary communication contact and intra/inter-departmental coordinator for distribution of contract information (riders, contact info, etc.) to production or support teams.
- Track and manage contract rider fulfillment, including hospitality, transportation, comp tickets and museum access, program/repertoire information, and special requests. Obtain special-request items or perform similar errands as needed.
- Greet and assist assigned guest artists during their tenure with MIM, serving as primary point of contact for requests, concerns, and schedule adherence. Facilitate fulfillment of any additional contract/rider terms. Ensure the highest-quality artist experience while the artist is at MIM.
- Track and facilitate appropriate inventory of hospitality amenities, including water, badges, towels and towel cleaning, toiletries, and miscellaneous supplies.
- Collaborate with other Artist Coordination staff to provide general administrative support to and the Theater Department, including but not limited to:

- General clerical support – scheduling, correspondence drafts, filing, screening AMD phone line, etc.
- Contact management, including fielding Theater-related calls and email inquiries
- Accurately and efficiently manage Theater data in several extensive and complex repositories, including both Excel documents and the more specialized Artifax/Patron Manager software system.
- Represent the Theater in regular and ad-hoc meetings, as assigned.
- As House Manager, responsibilities will include:
 - Manage MIM Music Theater front-of-house operations during concert performances:
 - Hold pre-show meetings with ushers/event volunteer team members to advise them of all information pertaining to the run of the event, volunteer assignments, procedures, and special instructions
 - Facilitate post-show debriefing, addressing any issues, questions, or concerns and ensuring that the theater is cleared and secured
 - Facilitate emergency procedures with the Security team as required
 - Manage artist merchandise sales utilizing volunteer team members and POS system.
 - Advance artist merchandise with artists/tour managers; ensuring all terms of the contract are understood and followed
 - Inventory all merchandise, reconcile payments with artist/tour manager, balance drawers, and deposit cash

Qualifications

Required

- Past experience working in a concert venue, festival, or performing arts context. Direct experience working with artists preferred
- Knowledge of general, non-technical theater “behind-the-scenes” operations
- Frequent weekend and evening availability
- Highly organized and extremely detail-oriented, with the ability to multi-task and track information from numerous sources
- Excellent interpersonal skills, with the ability to communicate in writing, over the phone, and in-person in a way that is brand-appropriate for MIM. Must be able to interact effectively, professionally, and cheerfully with visiting artists, artist management, vendors, and inter-departmental contacts
- Ability to “think on your feet” and be flexible in a fast-paced environment
- Self-starter with the ability to work both independently and collaboratively
- Ability to follow instructions and meet tight deadlines
- Valid driver’s license and willingness to drive a large van as needed

Preferred

- Knowledge of or interest in a variety of musical genres
- Comfort level and skill with learning new technology/software

Qualified candidates should submit a resume and cover letter via the link below:

https://workforcenow.adp.com/jobs/apply/posting.html?client=themim&jobId=64288&lang=en_US&source=CC3