

PERFORMING ARTS CENTER AUTHORITY



BROWARD CENTER

FOR THE PERFORMING ARTS

The Broward Center builds community through the arts by delivering quality entertainment, educational opportunities and memorable moments that engage and inspire audiences, nurture collaboration and drive economic vitality.

GOAL

The Student Enrichment in the Arts (**SEAS**) **Supervisor** assists the Director of Guest Services in creating a positive experience for SEAS guests, supports the relationship with the Broward County School Board, and promotes the Performing Arts Center Authority's (PACA) mission of serving the community through arts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Write, maintain, distribute, and review with volunteers a comprehensive SEAS Manual.
- Assist in training and supervising volunteers.
- Serve as primary event contact by making decisions and taking actions regarding guest and performance issues, customer service, BCPA emergencies, and safety.
- Represent the SEAS program at interdepartmental meetings.
- Schedule appropriate staffing for all SEAS events.
- Distribute information, manage, and coordinate volunteers and bus director.
- Implement cue time with volunteers as needed.
- Accommodate guests with special needs.
- Monitor guest activity, to ensure implementation of proper procedures and customer service.
- Complete SEAS Supervisor reports for each event as assigned.
- Secure building and transfer to security upon completion of responsibilities.
- Prepare and distribute appropriately all identified Front of House Reports.
- Identify and take corrective action for areas in need of repair or enhancement.
- Remain in assigned area throughout the event and until the area is emptied of all guests.
- Work closely with the Broward County School District personnel to discuss and assure compliance.
- Distribute Broward County School District materials as needed.
- Plan, organize, and administrate yearly SEAS luncheon honoring SEAS Volunteers.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to work a flexible schedule.
- Able to lift and distribute heavy program boxes.
- Able to learn, train, and assist in evacuation procedures and emergency conditions.
- Able to use a computer in the preparation of identified reports.
- Skilled in Windows based programs, including Word, Outlook, Excel, and PowerPoint.
- Able to communicate effectively, both verbal and written, in English.
- Able to remain calm in stressful situations.
- Knowledge of executing scheduled events.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- High School, High School Equivalent, or Higher: General/Business/or any equivalent combination of training and experience.

Interested candidates should submit your resume to seasseach@browardcenter.org.

Please note that this position is event driven and hours vary depending on the need per event.