CROSSTOWN ARTS

The Hospitality Coordinator at Crosstown Arts is responsible for all hospitality, hosting, and catering needs in the Crosstown Theater venue. The Hospitality Coordinator reports directly to the Theater Director and works closely with other theater staff in every area of programming at Crosstown Arts (events, film/video, music, performance, private events, etc.).

DUTIES AND RESPONSIBILITIES

- Reports to Theater Director
- Manages, coordinates, and implements all general backstage hosting and hospitality responsibilities in the Crosstown Theater venue
- Manages, acquires, and implements all hospitality and catering needs as agreed upon in the contract and technical rider; This may include personally obtaining required items.
- Serves as sole point of contact for tour managers and as host and primary point of contact for bands, musicians, and talent on the day of show
- Serves as point of contact for Sterling custodial staff for day-of-show needs
- Serves as point of contact for security in the lobby, in the black box, and backstage on the day of show
- Serves as point of contact for merch sales and set-up in the lobby
- Keeps track of all hospitality-related inventory in the catering kitchen, dressing rooms, greenroom, wardrobe, coat check, and lobby
- Facilitates catering needs for talent and crew and serves as host
- Assists with day-of-show signage placement (A-frames for theater lobby, courtyard, atria, etc.)
- Assists house management with day-of-show set-up in the black box
- Coordinates and manages all VIP events/meet-and-greets for talent
- Serves as ambassador for Crosstown Arts, sharing information about upcoming events and opportunities with talent and audiences

REQUIRED SKILLS

- Food safety knowledge preferred; willingness to learn about food safety required
- Must be flexible, adaptable, and able to multitask
- Must have a valid driver’s license and be willing to run work-related errands
- Must own a vehicle and be willing to operate it during work hours (mileage reimbursed)
- Must be able to lift at least 25 pounds
- Ability to establish and maintain effective and congenial working relationships with representatives of various groups, vendors, and co-workers
- Ability to maintain irregular and extended working hours, including nights and weekends
- Ability to interact with people from a variety of backgrounds
- Must be comfortable with public speaking
- Bachelor’s degree from a 4-year university or equivalent experience
- Tour experience preferred
THIS POSITION REQUIRES AN ONGOING COMMITMENT TO THE FOLLOWING CHARACTERISTICS:

- **Even-tempered disposition.** Ability to work under pressure in a composed, focused, affable, and courteous manner, with the clear understanding that unprofessional, unkind, or unfriendly interactions with the public or other staff members are not acceptable under any circumstances.

- **Adaptable and flexible.** Ability and willingness to accommodate ongoing modification to all tasks, plans and projects, including regular interruptions to workflow.

- **Prompt and timely communicator.** Ability to manage a demanding level of correspondence in all forms of communication. Especially important are excellent written and verbal communication skills.

- **Collaborative.** Eagerness to work collaboratively with Crosstown Arts’ staff.

- **Organized.** Ability to manage a high volume of information and tasks for multiple projects simultaneously, at varying levels of completion.

- **Accommodating.** Ability to seek out supportive solutions in order to accommodate guests and participants in all Crosstown Arts’ spaces - including the general public (as well as artists, musicians, and event organizers) - to realize the full potential of their creative vision whenever possible.

- **Gracious with people.** Ability to maintain a composed and supportive demeanor when interacting with idiosyncratic and distinctive personalities during sensitive situations. Demonstrates a good-natured, positive, and cheerful demeanor towards others at all times.

- **Enthusiastic, energetic, and positive.** Ability to sustain an ongoing spirit of positivity in high-pressure and demanding situations. Great level of passion and enthusiasm surrounding delegated projects, programs, and promotional campaigns.

- **Receptive.** Ability and willingness to take on a wide range of responsibilities ranging from simple tasks to highly detailed directives in order to complete projects.

- **Attentive to details.** Ability to maintain focus on and adjust to the constantly emerging details unique to each situation, ranging from visual/space needs to interpersonal requests from other staff and event participants.

- **Assertive, determined, and focused.** Ability to stay on task, to work under pressure within given deadlines, to problem-solve, and to proactively find solutions to obstacles in resourceful ways, seeing all projects through to completion.

**BENEFITS AND COMPENSATION**

This is a part-time position. Compensation commensurate with level of experience and skill.

**TO APPLY**

Please send a cover letter, resume and references to: jobs@crosstownarts.org.
**CROSSTOWN ARTS: OVERVIEW**

Crosstown Arts is a contemporary arts center with multiple music venues, performance and exhibition spaces, art-making facilities, and a multidisciplinary artist residency program, offering a diverse range of programming, all with immediate access to healthcare, wellness, and childcare resources.

Crosstown Arts is the creative centerpiece within Crosstown Concourse, a one-million-square-foot adaptive reuse of the historic Sears building, constructed in 1927 and once a major distribution center and retail store for Sears, Roebuck & Co. in Memphis, Tennessee. The larger Crosstown Concourse complex is a vertical urban village grounded in arts, education, and healthcare. It includes a charter high school for arts and sciences, graduate programs in education, health and wellness disciplines, grocery and marketplace, commercial/office, and a diverse range of residential living spaces.

The mission of Crosstown Arts is to further cultivate the creative community in Memphis by providing resources and opportunities to inspire and support a wide range of audiences. Crosstown Arts manages a variety of spaces and programs that integrate exhibition, performance, production, retail, and education. This collective vision of collaboration and sharing of resources to benefit the neighboring community and the city at large is the unifying quality that connects all the programming, spaces, tenants, and services of Crosstown Arts and Crosstown Concourse.

*Crosstown Arts is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, and disability.*

**CROSSTOWN THEATER: OVERVIEW**

Crosstown Theater is a 419-seat black box theater located on-site at Crosstown Concourse in the center of the largest renovation project in Memphis’ history. Crosstown Arts owns and operates all aspects of the theater as a site for a wide range of performing arts and community uses as a complement to the 45,000 square feet of contemporary art space the organization manages inside Concourse.

The theater serves both as a site for Crosstown Arts’ own programming and as a venue for community use. The theater is available for performing arts/music/film groups and organizations across the city, as well as large-group assembly and meeting space for Crosstown High (charter school located on-site), other Concourse tenants, and commercial businesses.

The theater is designed with a sprung wood floor stage, a modular open floor, and retractable seating to provide a performance space that can be transformed completely from an open room with 5,000-square-feet of flat floor into a proscenium, thrust, black box, or theater-in-the-round.
configuration in a matter of hours. The second-floor balcony can accommodate seated or standing audiences, as the stage can exist in multiple locations inside the space for a variety of theatrical performance arrangements.

State-of-the-art acoustic treatments and lighting have been designed to accompany a premiere sound system that offers a uniquely intimate space for musical performances ranging from touring headliners to Memphis-based musicians performing for standing or seated audiences. A state-of-the-art Digital Cinema Package (DCP) system with 4K projection has been included in the design to offer Memphis’ film community a venue to experience nationally and internationally acclaimed arthouse films and independent cinema.