

Audience Experience Manager: *Jacqueries, Part 1*

Summary

Jacqueries, Part 1 is a touring, site-specific dance/theatre work which happens in indoor and outdoor locations, and uses a custom iPhone app to provide sound, video, and augmented reality to audiences and performers. The role of Audience Experience Manager combines traditional functions of a theatrical Front of House Manager — ticketing, seating, customer service — with the needs of this 21st-century show (audience databases, social media, app testing, community management, online moderation, and more). The AX Manager will work closely with the Stage Manager and the show's director to help give our audiences a smooth, safe, well-designed, and unique experience.

Nature of Work

This is an intermittent, contract-based position intended to exist before and during scheduled performance runs or tours. For those periods it will usually be a full-time engagement. In between performance runs, there may be occasional work on a part-time basis. We would like to find someone who can consistently fill this role as needed. Travel will at times be necessary as we work to increase the show's touring activity. Compensation will reflect experience but will generally fall within theatre-industry norms.

Key Responsibilities

- manage bookings and reservations (sometimes in coordination with presenters / external box office, sometimes running our own box office)
- assign audience members to seats or groups based on preferences, accessibility needs, and other factors
- coordinate, train, and lead a small team of volunteers (e.g. ushers)
- design a smooth check-in process
- help to design and maintain an audience database
- test builds of the show's app to ensure a smooth audience experience
- ensure excellent customer service
- communicate with audience members across all media before and after their show
- work with the Stage Manager to ensure the smooth running of the show
- manage the show's safety responsibilities towards our audience members (e.g. fire safety) in different jurisdictions

Characteristics

The ideal candidate will:

- be very organized
- be able to deal with groups of people to assure and calm them

- be able to deal with volunteers in a concise, effective, friendly way
- have a commanding voice
- be able to re-prioritize constantly before and during the show, dealing with tech issues, guest services & crowd control, and the management of a volunteer team

Skills & Qualifications

Mandatory:

- experience working in a theatrical environment
- an appetite for working with technology
- experience in customer or guest service
- excellent basic computing skills including:
 - Excel formulas
 - simple layout / design (i.e. Pages / Word / InDesign)
 - simple image editing (i.e. Photoshop)
 - social media (Instagram, Facebook, Twitter)
 - simple video editing (i.e. FCP / Final Cut Express / iMovie / Premiere)
 - adjusting settings and basic configuration for iPhones / iPads

Bonus (these are not mandatory for applicants — training can be provided in these areas):

- experience with programming or scripting
- experience in digital/interactive media or gaming (as a creator or as a player/enthusiast)
- experience on set in film/video
- experience with user testing, software testing, or quality assurance
- experience with audience/CRM platforms like Tessitura

About the show

Jacqueries, Part 1 is choreographed and directed by Jacob Niedzwiecki. It has consistently received strong reviews and audience responses. It premiered in Toronto in 2013; in 2014 it won the Vanguard Prize for Risk and Innovation as a mainstage presentation at the SummerWorks Festival. So far in 2015 it has toured to the FilmGate Interactive Media Festival in Miami, Florida. For more information, visit <http://jqrs.org> or follow the show on Twitter @_jqrs.

How to apply

Please send a cover email introducing yourself, and explaining why you think you'd be a great fit, to info@jqrs.org. Attach a résumé in PDF format. Due to a high level of interest, only applicants selected for interview will be contacted. *Jacqueries* aims to reflect the diversity of our hometown and strongly encourages applications from women, people of colour, and religious, sexual, or other minority groups.