Scheduling and Booking Administrator

The Music Center is one of the largest and most highly regarded performing arts centers in the country. As L.A.’s performing arts destination, The Music Center has long been at the forefront of presenting innovative and critically acclaimed programs and events. With four iconic theaters and four renowned resident companies – Center Theatre Group, the LA Master Chorale, the LA Opera and the LA Philharmonic – and recognized for its illustrious dance programming, Glorya Kaufman Presents Dance at The Music Center, The Music Center is a destination where audiences find inspiration in the very best of live performance, as well as nationally recognized arts education and free and low-cost arts engagement experiences. With The Music Center On Location, the non-profit performing arts organization brings events and activities to locations outside of its Downtown Los Angeles campus. The Music Center also programs and manages Grand Park, a 12-acre adjacent greenspace, with year-round free programming.

The Music Center’s Scheduling and Events department has an immediate opening for a Scheduling and Booking Administrator.

Reporting to the Director of Scheduling and Events, the Scheduling and Booking Administrator will provide ongoing proactive oversight and support to every aspect of the department’s work ensuring overall departmental efficiency throughout a varying schedule of events and shifting priorities. The position will also provide specific administrative support and assistance to the department Director.

In addition the Scheduling and Booking Administrator will maintain frequent contact with resident company staff, outside vendors and clients, Music Center administrative staff and operations departments, Patina catering sales and operations staff, Classic Parking, County ISD/Parking, Los Angeles City Fire Department, theatre lease clients, and the general public.

**PRINCIPAL DUTIES AND RESPONSIBILITIES INCLUDE:**

**ADMINISTRATOR DUTIES**

Administrative duties and responsibilities to be shared with two other department Administrators include but are not limited to: scheduling of all event spaces in the four-theatre Music Center complex, Plaza, and Grand Park, including theatres, rehearsal rooms, conference rooms and special events spaces; reviewing and approving space request; resolving complex space requests and scheduling conflicts; overseeing and maintaining scheduling database for all rentable space on Artifax scheduling system; compiling and organizing actual billing of Music Center services for all non-theatre scheduled events and delivering information to accounting within deadlines; inputting and updating Resident Company production schedules in Artifax.

Will respond or monitor response of others to space availability inquiries from the public and internal constituents, including scheduling ongoing facility maintenance, street closure and parking information, event set-ups and film shoots; oversees customer service for all telephone, email and written inquiries; grants or refers approvals for space requests adhering to requirements of Music Center policies and procedures, as well as terms and conditions of Resident Company long-term lease agreements; tracks status of all inquiries and maintains up-to-the-minute accuracy of room availability.
Will schedule events using the Artifax scheduling system; manage all data input and ensure standards for maintaining the database including creating and generating weekly reports; prepare Music Center Master Calendars and Scheduling spreadsheets for distribution, managing data entry of original calendar information and ongoing updates. Create, distribute, and tracks space request forms, including invoicing information, for Music Center, Resident Company, and Patina non-theatre events.

Will determine rent and Music Center service cost estimates, following established guidelines, for all non-theatre scheduled events; distribute information to appropriate parties and confirm final Music Center invoicing charges; provide Accounting with final invoice information.

Managing the booking and scheduling of the conference and rehearsal rooms located in the Dorothy Chandler Pavilion, either executing or overseeing the work of others. Responsibilities include: tracking, booking and scheduling of conference and rehearsal rooms; maintenance and publishing of schedules; notification to catering staff of beverage requests for conference rooms including invoicing for rehearsal and conference rooms, when applicable; ensures room equipment requests and room set-up is fulfilled.

Will arrange and track costs for Fire Safety Officer presence as required by events, working directly with LA City Fire Dept.

Will provide general administrative support with the maintenance of the Scheduling and Events office, including managing office supplies and equipment.

Position will research and propose rental rates and guidelines for all Music Center non-theatre venues; gather comparable rent data from other like venues as requested.

Attends weekly scheduling meetings with Resident Companies, Patina Catering, and Operations Departments; attends monthly parking meetings.

DUTIES SUPPORTING DIRECTOR
Specific support to the Director includes: editing of the weekly master calendar spreadsheet, updating Artifax, and organizing all master calendar supporting data; answering Director’s phone as necessary and responding to inquiries on behalf of Director; attending and leading assigned meetings as well as representing Director at meetings as needed; compiling schedule and information for monthly parking meetings, anticipating conflicts and proactively seeking resolutions; filing; organizing event and project data, digitizing information when possible; photographing event layouts and creating & maintaining departmental database of events; responding to inquiries forwarded to the department by Guest Services general phone line and general inbox; administrative support related to the Plaza renovation project; maintaining Google calendar shared by Grand Avenue arts partners; conducting research and composing reports as assigned. This position will also proactively monitor the day-to-day scheduling and event approval work of other department staff.

BOOKING DUTIES
Position will be responsible for daily answering of Booking Phone Line, responding to initial inquiries, maintaining log of requests, and explaining theatre booking process to potential clients. As demands of the theatre lease event schedule require, this position will shift focus to support Booking Manager with administrative duties to ensure efficient workflow and meet deadlines. Working closely with Booking Manager, additional Booking duties may include but are not limited to: initiating and managing ticket builds as assigned, assisting with client ticket requests and needs; drafting contracts and tracking status; responding to insurance inquiries and tracking status of insurance certificates; tracking financial information; assisting with marketing duties, including compiling event information, editing and
proofing 3 sheet and website content; organizing and drafting preliminary financial settlements. Position may assist Booking Manager with walk throughs and show advance as needed.

Special projects and other duties as assigned.

The Scheduling and Booking Administrator is an adaptable position with a proactive focus on supporting department’s ever-changing work flow and deadlines. Although this position will be primarily focused on administrative tasks and providing reliable department office coverage, concert duty and event coverage may be assigned as work demands.

**KNOWLEDGE, SKILLS, AND ABILITIES INCLUDE:**

Bachelor’s Degree (B.A.) from four-year college or university; 5 years of scheduling, event management and/or arts management-related experience; or equivalent combination of education and experience. 3 to 5 years of experience with contract drafting and financial settlements for events preferred.

Basic knowledge of collective bargaining agreements or experience working in union houses a plus. Familiarity with local fire department and occupancy codes and regulations helpful.

Ideal candidate will have experience in the following areas: theatre/venue operations; complex master scheduling; contract drafting and negotiation; financial record keeping and settlements; front of house management and guest relations; box office and ticketing; concert production; event management; performing arts disciplines.

Excellent communication skills, both verbal and written, is required.

Outstanding customer service, telephone and public speaking skills required; must be able to communicate detailed information, in writing and by voice, clearly, succinctly, thoroughly, accurately, and patiently.

Must be a patient and effective listener; a strong team player; collaborative; must communicate effectively with all levels of personnel; practices common sense.

Foreign language skills a plus.

Professional demeanor; excellent interpersonal and diplomacy skills; approachable; ability to influence others; maturity and strong emotional intelligence to relate well to people inside and outside the organization, including diverse community groups; leads by example; good sense of humor highly desired.

Strong project management skills; must combine attention to detail with the ability to anticipate and preempt problems. Exceptional editing and proofreading skills required.

Must be able to work effectively and complete tasks under minimal direct supervision, effectively balancing initiative with keeping supervisor and colleagues informed of activities.

Must be able to think through complex requests and use logic and reason to develop and propose solutions; extremely organized and detail-oriented with strong follow-through skills and sense of accountability; must be self-motivated, displaying responsibility and ownership of work; must be able to manage, effectively prioritize and complete multiple tasks on varying projects with tight deadlines; must
work with focus, accuracy, efficiency, and consistency in open office environment; works well under pressure and in a fast-paced environment; must keep meticulous records.

Must be highly dependable, punctual, and committed to working a flexible work schedule as required, including evenings, weekends, and holidays.

Skilled in computer use; Word, Excel, and Outlook required; PowerPoint, Artifax, Tessitura, and Vectorworks experience preferred. Tech savvy a plus.

This position requires the ability to stand or stay on feet for extended periods of time of one or more hours in appropriate event attire; ability to lift and move furniture and equipment up to (30 lbs.) when required.

**SALARY:**
Commensurate with experience; this is a fulltime non-exempt position.

**HOW TO APPLY:**
To be fully considered for the position, please submit a cover letter, resume and salary requirements to Jobs@musiccenter.org or fax (213) 972-8029.

**EQUAL OPPORTUNITY EMPLOYER**