

Cultural Arts Supervisor 2 (Supplemental)

POSITION SUMMARY

The Cultural Arts Supervisor reports directly to the Cultural Arts Coordinator and serves as the public face of the RCAC and other performance venues, and, by extension, the City of Roswell. To this end, the Cultural Services Supervisor should maintain at all times a professional and courteous attitude when interacting with patrons, clients, and artists. The Cultural Arts Supervisor co-produces a season of live performance events for the Cultural Arts Division and manages direct reports. Their responsibilities include developing strategies for presenting a diverse array of programs and serving as a liaison between the Cultural Arts division and various stakeholders such as booking agents, arts organizations, community partners, volunteers, and local talent. Proficiency in box office duties and program planning, including ticketing and sales, audience development and patron retention, program implementation and evaluation, as well as exemplary customer service skills and team collaboration, are essential for this role. The Cultural Arts Supervisor 2 works with the Cultural Arts Coordinator to market all events and formulate outreach efforts for community engagement. Additionally, the Cultural Arts Supervisor 2 performs, when necessary, general office duties with a variety of clerical activities and related tasks. This position requires evening and weekend hours.

DUTIES & RESPONSIBILITIES

The Cultural Arts Services Supervisor's daily responsibilities encompass a variety of tasks, including, but not limited to, the following:

A. Season Planning and Presentation

1. Work with Cultural Arts Coordinator and Manager to program and execute events, large and small-scale, at multiple venues across the City. Programs include but are not limited to Center Stage, Family Series, Puppet Series, Roswell Roots, Riverside Sounds, National Arts and Humanities Celebration, Cultural and Heritage programming, and other site-specific programs and performances.
2. Cultivate relationships between local artists and organizations in order to identify talented, local performers
3. Assist in booking talent by managing contracts, requesting purchase orders, and submitting invoices on time to ensure payment
4. Work with the City's production partners, in order to provide excellent marketing, administrative, and technical support to all productions and programs
5. Oversee and manage budgetary allocations and expenses

B. Marketing & Outreach

1. Work with Community Relations/Marketing to develop and create dynamic marketing strategies and materials for Cultural Arts, including press releases, season brochures, and various print materials
2. Assist in obtaining sponsorships and grants for various projects.
3. Update online marketing platforms and community calendars with public events including requesting digital art from renters or artists
4. Assist in creating and scheduling social media and email outreach campaigns.

C. Box Office & Sales

1. Sell Tickets, manage reports, and assist with front-of-house during seating and after shows
 1. Address inquiries related to Cultural Arts offerings and patron services
 2. Generate ticket sales reports and verify the accuracy of cash on hand.

D. Performance Support

1. Assist with various aspects of the programs, events and productions as needed, including hospitality, house management, etc.
2. Participate in implementation and facilitation of large-scale performance events such as Riverside Sounds, Art Block Festival, IrishFest, and Center Stage Shows, and share weekend and evening duties with the Cultural Arts Coordinator and Cultural Arts Supervisor 1.

E. Administrative

1. Manage multiple budgets throughout the year
2. Assist in upkeep of divisional processes and procedures
3. Provide support for staff in basic daily duties, which could include scheduling part-time employees, preparing payroll, customer service, etc.
4. Assist in hiring and training of part-time employees

F. Expected Performance Outcomes

- A. Learn City of Roswell administrative procedures and engage with multiple departments in order to meet deadlines, innovate when possible, delegate duties if necessary, and apprise staff and Coordinator of current status of ongoing projects.
- B. Provide support and input to Cultural Arts staff in planning and execution of events throughout the year
- C. Become acquainted with local arts leaders and talent in order to represent and expand the Cultural Arts Division in Roswell

D. Work closely with the Cultural Arts Coordinator and Manager to develop and present quality content that reflects the talent and diversity in the community.

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Arts Administration, Cultural Management, Performing Arts, or a related field.
2. Previous experience working in arts administration, event management, or cultural programming.
3. Demonstrated experience in supervisory or leadership roles, preferably within an arts or cultural organization.
4. Strong understanding of the performing arts industry, including knowledge of various artistic disciplines, production processes, and audience engagement strategies.
5. Experience in coordinating and managing live performance events, including budgeting, scheduling, and logistics.
6. Proficiency in ticketing systems, box office management, and customer service.
7. Excellent communication skills, both written and verbal, with the ability to effectively interact with artists, patrons, staff, and community partners.
8. Demonstrated ability to develop and implement creative programming initiatives that appeal to diverse audiences.
9. Familiarity with marketing and promotional strategies for cultural events.
10. Strong organizational skills, attention to detail, and the ability to multitask in a fast-paced environment.
11. Flexibility to work evenings, weekends, and holidays as required by event schedules.
12. Knowledge of the local arts community and networks may be advantageous.
13. Familiarity with relevant software applications and tools, such as Microsoft Office suite, event management software, and databases.

Key Competencies

1. **Leadership & Collaboration:** Ability to lead and motivate a team of staff and volunteers, providing direction, support, and guidance to achieve departmental goals and objectives.
2. **Arts Administration:** Knowledge of arts management principles, including budgeting, fundraising, program development, and audience development strategies.
3. **Event Management:** Proficiency in planning, coordinating, and executing live performance events, including scheduling, logistics, and production management.

4. Communication: Strong verbal and written communication skills to effectively interact with artists, patrons, stakeholders, and team members.
5. Customer Service: Exceptional customer service skills to ensure a positive experience for patrons and artists, addressing inquiries, resolving issues, and fostering positive relationships.
6. Cultural Programming: Ability to develop diverse and engaging cultural programs that reflect the interests and needs of the community, while promoting inclusivity and diversity.
7. Relationship Building: Skill in building and maintaining relationships with artists, arts organizations, community partners, sponsors, and other stakeholders to enhance collaborations and support for cultural initiatives.
8. Marketing and Promotion: Knowledge of marketing and promotional strategies to effectively promote cultural events, attract audiences, and increase participation and ticket sales.
9. Problem-Solving: Strong problem-solving skills to identify challenges, develop solutions, and make informed decisions in a dynamic and fast-paced environment.
10. Adaptability: Flexibility to adapt to changing priorities, schedules, and circumstances, including the ability to work evenings, weekends, and holidays as required by event schedules.
11. Attention to Detail: Thoroughness and attention to detail in all aspects of event planning, administration, and execution to ensure accuracy and quality outcomes.
12. Creativity: Creative thinking and innovation to develop new ideas, concepts, and approaches that enhance the cultural experience and engagement of audiences.