



Access & Audience Experience Manager

About the position

ROCO is seeking a part-time Access & Audience Experience Manager. ROCO believes that access is the gateway to all audience participation, inside the concert hall and beyond. This position oversees the vital intersection of access and audience engagement. Offerings under our access initiatives range from providing free concert tickets to local schools to individualized programs with other organizations. "ROCO on the Go" is our rapidly growing, flagship access program, linking QR codes to curated playlists at dozens of parks, medical facilities, and cultural and community-based venues throughout Texas. The Access & Audience Experience Manager is also responsible for patron relations, front of house management at concerts, and other amenities to enhance our audience's experiences either in person, at home, or on the go.

About ROCO

ROCO is a dynamic and innovative professional music ensemble that flexes from 1 to 40 players from all over the US and Canada, with guest artists from around the world. Performing intimate concerts in dozens of venues, ROCO's musicians don't just give concerts – they challenge preconceptions, create extraordinary experiences, and foster new relationships with audiences through the language of music.

ROCO's debut album, *Visions Take Flight*, was recognized with a GRAMMY® Award for Producer of the Year. Widely recognized for diversity in programming, a recent study from the Institute for Composers Diversity found ROCO is the number one ensemble in the US for performing the works of women and number two for the works of composers of color. Additionally, ROCO has one of the highest numbers of commissioned, world premieres in the US, over 115 to date.

ROCO embraces technology, with free worldwide concert livestreams and real-time artist commentary via a smartphone app, as well as on-demand audio and video recordings of past concerts.

Mission

To shape the future of classical music through energizing, modernizing, and personalizing the concert experience.

Core Responsibilities *include but are not limited to:*

- Access Initiatives
 - Manage existing relationships and seek out new opportunities to grow ROCO's access initiatives
 - Serve as the primary point of contact with access partners to schedule activities, manage logistics, ensure mutual needs are met, and timely delivery of products/services
 - Work collaboratively with the Artistic Director to develop new or expand existing access services and programs
 - Work in conjunction with Personnel Manager for hiring, communication, and logistics with musicians and artists, as needed
 - Serve as the project manager for ROCO on the Go
 - Identify and contact potential new partners
 - Monitor the progress of new and existing installations
 - Collaborate with the Artistic Director on the style and direction of the curated playlists
 - Primary liaison between ROCO and partner organizations
- Audience Experience
 - Patron Relations
 - Serve as primary point of contact for subscription and ticket buyers
 - Process all subscription and single ticket purchases in ROCO's ticketing database
 - Maintain reports on ticketing trends to support development and marketing operations
 - Oversee box office and front of house operations at all concerts
 - Volunteer usher recruitment, training, and management
 - Coordinate with partnering concert venues on ticketing and door lists
 - In partnership with the contract Graphic Designer, oversee the development and production of concert program booklets
 - Management of ROCO's smartphone app
 - Submit and maintain audio recordings with ROCO's streaming music distribution services and radio broadcast partners
 - Support the Director of Marketing and Communications in livestreaming logistics and maintenance of the video library

Desired Attributes

- Forward-thinker who is enthusiastic about innovating the concert experience and making the arts accessible to all
- Outgoing people-person with a passion for building relationships
- Proven ability to manage multiple projects simultaneously
- Highly detail oriented and expertly organized
- Self-starter with a teamwork mentality

Skills and Qualifications

- Minimum: Two+ years experience in access/outreach programs, patron relations, and/or audience engagement within an arts organization

- Technologically savvy, must be comfortable learning new and managing online systems and tools. Familiarity with the following is a plus but not required:
 - PatronManger, Salesforce, or similar integrated ticketing/fundraising CRM systems
 - WordPress website development tools
- Comfortable working in both Microsoft and Google programs
- Strong oral and written communication skills
- At this time, ROCO is *requiring* all employees and contracted personnel be fully vaccinated against COVID-19.
- Preferred, but not required:
 - Bachelor's degree with significant course work in a performing arts discipline
 - Prior box office or front of house experience
 - Basic knowledge of classical music

Hours and Compensation

- An average of 20-25 hours per week, occasionally variable due to concert performance schedule
- ***Must be available for evening and weekends*** to meet the demands of a busy performing arts production schedule
- Part-time, permanent, non-exempt employee (i.e. eligible for overtime compensation when earned)
- Position is paid hourly (current budget is for \$20 - \$25 per hour, commensurate with experience)
- Flexible hours and hybrid work-from-home and in-person schedule
 - In-person is *required* for performances, events, and some meetings
- Exceptionally generous paid-time-off and holidays

ROCO is a vibrant and growing nonprofit with a small staff. The organizational culture is highly collaborative: the thoughts, ideas, and opinions of all staff members are valued and encouraged. All are invested in pushing ROCO forward and finding new and better ways to serve the Greater Houston community through musical conversation. ROCO operates as a team, on occasion each member may be asked to perform tasks outside of the primary duties to provide additional support.

ROCO is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.

The position will remain open and applications will be considered until the position is filled. Interested candidates are invited to submit a resume and cover letter outlining your prior experience and interest in the position. Please combine the cover letter and resume into one PDF document. Applications without a cover letter will NOT be considered.

For the right candidate, ROCO may consider combining the Access & Audience Experience Manager and [Production Manager](#) into one, full-time position. If you are interested in both positions do not apply twice but rather state such in your cover letter, detailing how you are qualified for both.

Submit application materials in confidence to:

jobs@roco.org

Attn: Amy Gibbs, Managing Director

Subject Line: ROCO Access & Audience Manager – [YOUR NAME]

No phone calls please