Community Engagement Assistant
Job Posted by the Metropolitan Opera Guild, March 2020

About the Metropolitan Opera Guild
The Metropolitan Opera Guild supports the Metropolitan Opera Association through charitable contributions, membership dues and other support. The Guild also encourages the appreciation of opera by providing a network of music and arts education programs to over 1,200 schools and communities worldwide, and through the monthly publication of OPERA NEWS.

Summary Position Description
The Community Engagement Assistant is an integral member of a small team, reporting to the Senior Associate of Community Engagement and the Director of School Programs & Community Engagement. The Community Engagement season consists of programs primarily for adult and lifelong learners, including lectures, master classes, Backstage Tours, and more. This position is fully immersed in programs throughout the duration of the season, and also acts as the face of the Metropolitan Opera Guild in relationship-building with a diverse group of constituents.

This is a full-time position based in Manhattan, New York, with a 40-hour workweek on a flexible schedule. Regular weekend and evening availability will be required to accommodate internal events and outside rentals. The anticipated start date for this position is Wednesday, April 1.

Principal Duties and Responsibilities
- Manage the Opera Learning Center by: handling set-ups and strikes for internal and rental events, including seating for up to 70 and assisted relocation of upright and baby grand pianos and modular stage platforms throughout the week; running A/V for internal events and rentals as needed; coordinating with building maintenance and the Director of Finance & Administration regarding necessary cleaning and repairs.
- Maintain Outlook calendar with all internal events and Guild employee space reservation requests. Maintain staff support schedule for setup and strike of all Opera Learning Center events. Report on upcoming activities in Opera Learning Center in weekly email and at department meetings.
- Oversee rental sales of the Opera Learning Center by external clients and organizations. Proactively create new client relationships, and maintain current clients. Field incoming rental requests, execute contracts, maintain calendar with all setup and technical needs for each rental, receive and process payments, maintain payment tracking document.
- Manage the Metropolitan Opera Guild Podcast. This includes creating and maintaining episode calendar, editing and assembling audio components for episodes, creating social media content for promotion of episodes.
- Create video promotional materials for lectures and events as well as edit video clips to be used in lecture materials, as needed.
- Maintain the Community Engagement department’s presence on the Metropolitan Opera Guild’s various social media platforms by creating strategies and content to maximize outreach. Create engaging content that promotes and markets lectures and events across Facebook, Instagram, and Twitter platforms.

- Provide excellent customer service while processing phone, web and walkup ticket orders; engaging with the public at internal, Metropolitan Opera, and partner events; working as front-of-house staff for internal events; receiving audience feedback and reporting findings to the department.

- Complete database entry and maintenance using the Tessitura ticketing system.

- Maintain correspondence with customers through e-mail, phone, and mail.

- Coordinate volunteers at events, and field questions from the volunteer hotline.

- Train and prepare to give backstage tours of the Metropolitan Opera House as needed.

- Provide editorial support for educational and marketing materials and handouts.

- Provide interdepartmental support at student dress rehearsals, gala events etc.

Other duties as assigned.

**Qualifications**

- Bachelor’s Degree.

- High-energy, hard-working team player confident in his/her ability to take initiative when needed.

- Clear, effective, and open communication is essential.

- Previous experience in customer service, sales, hospitality, stage management, or special events is preferred.

- Ability to lift approximately 50 pounds

- Background or interest in classical music, opera and/or theater is preferred. The successful candidate will be expected to cultivate relationships with the public and must thrive on communicating with audiences diverse in ages and levels of opera knowledge.

- Familiarity and working knowledge of Microsoft Office suite programs required. Experience or familiarity with ticketing software, particularly Tessitura, is a plus.

- Experience with video and audio editing softwares (iMovie, Audacity) is preferred. Experience or familiarity with Social Media platforms and management (Facebook, Instagram, Twitter, HootSuite) is preferred.

Compensation based on experience.
TO APPLY:

Please submit a resume, list of references, and a cover letter outlining and explaining your relevant experience and interest in the position.

Ideal start date is Wednesday, April 1, 2020.

Please send application materials to jobs@metguild.org. Applications are due Monday, March 16th at 5:00pm. No phone calls, please.

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