

**Actors Theatre of Louisville  
Radical Hospitality Coordinator**

Posted August 3, 2021

Position: Radical Hospitality Coordinator  
Reports To: Artistic Manager  
Area of Primary Focus: Front of House and accommodations for artists-in residence  
Compensation: \$40,000, Full Time  
FLSA: Exempt/Salaried  
Start Date: 9/1/21

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**About Actors Theatre of Louisville:**

Actors Theatre of Louisville is an arts and culture organization as social enterprise, sharing experiences centered in a commitment to create a more just society through the ongoing disruption of the cycles of oppression, marginalization, and exploitation. Anti-racism and anti-oppression are essential in an ecosystem that has profited from the historic antecedent of plantation capitalism. In pursuing a synthesis of art and service, we have taken a deep dive into digital production and have become an interdisciplinary laboratory for a storytelling (r)evolution.

Now in its 57th season, Actors Theatre of Louisville is the state theatre of Kentucky and a leader among regional theatres across the United States. Actors Theatre of Louisville has embraced both old and new media technologies to become a multiplatform entertainment company, centered in theatrical experiences. This year, Greater Louisvillians to audiences around the globe have been experiencing our digital streaming productions, radio plays, animated shorts, podcasts, live virtual events, and virtual reality experiences. Our learning and creative engagement programs offer ongoing virtual field trips and residencies serving thousands of students and community constituents both locally and nationally. In the coming year, we will be reincorporating in-person gathering onsite as soon as it is safe to do so and economically-viable in accordance with our collective bargaining agreements, while continuing to innovate on our virtual platforms for an ongoing hybrid model of artistic programming and educational initiatives.

Actors Theatre of Louisville sits on the unceded land of many Indigenous communities including the Shawnee, Cherokee, Chickasaw and Osage people. Indigenous peoples have always lived on the land that is now called Kentucky and continue to live here today.

**Summary of Position:**

The Radical Hospitality Coordinator serves as a vital connection between the Theatre's staff, volunteers, patrons and artists. Principal responsibilities include actively creating a welcoming environment for all people, but especially for those belonging to marginalized communities and identities and may not have felt welcomed at the Theatre before. and responsive experience for collaborators and patrons in all the Theatre's locations before, during, and after a performance.

The Radical Hospitality Coordinator is ultimately responsible for the “house” (typically both the lobby and audience seating area) during the run of a Production, and manages and trains a core team of house managers and volunteer ushers. They answer questions, listen to and engage with patrons, and create an environment where all can feel authentically understood and welcomed.

The Radical Hospitality Coordinator is also the first person to welcome our artists-in-residence, both via remote correspondence and in person. They are responsible for booking and managing travel, handling shipping, and arranging housing and other accommodations for visiting artists, staff and guests. Upon their arrival in Louisville, the Radical Hospitality Coordinator will onboard artists to the organization, providing location and safety information at day one meetings and production meet and greets. When needed, the Radical hospitality Coordinator supports the health and well-being of our visiting artists by assisting with Workers Compensation claims, coordinating medical visits, arranging for physical therapy as needed in rehearsals, and other needs as requested and appropriate. This position in conjunction with the Operations department, manages the care and maintenance of our dedicated apartment building and assists in arranging beneficial contractual partnerships with housing partners, hotels and other local businesses. This includes arranging for cleaning, maintenance, and restocking required supplies for the Theatre’s dedicated apartment building.

**The ideal candidate will:**

- Embrace Actors Theatre of Louisville’s commitment to anti-racism, and be conversant with [People of the Global Majority](#) communities and issues.
- Be comfortable being an active disruptor of oppressive and white-supremacist behaviors targeting patrons, staff and volunteers during events and in our spaces.
- Prepare to be an integral part of a small and mighty staff that is inspired to work in flexible, creative, and innovative ways. The Radical Hospitality Manager will manage a team of staff House Managers and volunteer Ushers for performances at the Theatre, and work cross-departmentally to support and collaborate with front of house, artistic, and administrative staff.
- Be self-motivated, culturally competent, and able to remain adaptable in a fast-paced, rapidly changing atmosphere environment where situations and needs must be met with quick and positive reactions.

**The Essential Functions include, but are not limited to, the following:**

- Manage communications with artists-in-residence in advance of their first day of work or arrival in Louisville and throughout their employment.
- Build housing inventory and travel tracking grids each season.
- Coordinate and execute housing, travel, ground transportation and shipping accommodations for collaborators upon arrival, during their residency, and at their departure.
- Oversee radical hospitality budget and ensure that all expenses incurred are within standard budgeted guidelines.
- Recruit, Hire, and conduct House Manager and Usher trainings
- Work in tandem with House Managers and Ushers to make sure that each event runs smoothly and safely and starts on time. Delegating or executing any audience accommodation requests, as well as ensuring the Theatre is Compliant with ADA guidelines in our public spaces.

- Act as a liaison with security and building services to make sure that issues around safety and cleaning are properly addressed.
- Oversee the regularly scheduled maintenance of all front of house equipment and communicate any necessary repairs or upgrades needed.
- Ability to be actively engaging audience members with an authentic and enthusiastic welcome.
- Ability to stand and walk for extended periods of time, up to entirety of shift.

**Knowledge, Skills, and Abilities:**

- Ability to work and collaborate effectively with many different constituencies, including staff, out of town guests, contractors, and patrons.
- Ability to prioritize appropriately.
- Capacity to be aware of and in control of their emotional wellness and be able to handle interpersonal relationships judiciously and empathetically. A strong sense of professional and personal boundaries when providing hospitality to guests is essential.
- Adept at long term planning while also being able to creatively address problems as they arise.
- Ability to work as an effective team member and maintain a positive attitude in stressful situations.
- Effective communication and collaborative skills.
- Broad knowledge of hospitality management and patron services.

**Minimum Qualifications:**

- Some education, including vocational qualification and training courses or college degree in a related field.
- Two years' experience in a Hospitality or live entertainment related field.
- Ability to lift, push, pull or otherwise maneuver up to 50 lbs. repeatedly, alone or with assistance.
- Comfort speaking on the phone, via text message, and via email with collaborators applicant has not met in person.
- Comfort taking charge and providing instructions to the public in the case of an emergency. Ability to communicate clearly and succinctly under pressure.
- Work flexible schedule including overtime, early mornings, evenings and weekends.
- Must have a reliable vehicle and valid driver's license.

**Preferred Qualifications:**

- Strong working knowledge of safe workplace practices.
- Experience with scheduling and managing hourly staff.
- Experience with booking corporate travel and housing accommodations. Strong Organizational and project management skills.
- Ability to understand and execute independently on contractual requirements for collaborators related to travel, housing, and scheduling.
- Knowledgeable about Actors Equity Association and Stage Directors and Choreographer's union agreements with LORT
- Microsoft Office Suite, Microsoft Teams, Airtable.

**Compensation:**

Salary is \$40,000 / year. The range of benefits includes medical and dental insurance, long-term and short-term disability insurance, paid time off and a 403(b) retirement plan.

**To Apply:**

Applicants interested in applying for this position must email (with **Radical Hospitality Coordinator** in the subject line) cover letter, resume and three references by August 13, 2021 to:

Zachary Meicher-Buzzi, Artistic Manager @ [zmeicher@actorstheatre.org](mailto:zmeicher@actorstheatre.org)

cc: [HR@actorstheatre.org](mailto:HR@actorstheatre.org)

**No phone calls please.**

Actors Theatre is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. Members of underrepresented groups are encouraged to apply.