



A Contemporary Theatre

Accessibility Manager

Salary: \$20/hr

Status: Part-Time, Non-Exempt

About ACT

ACT is where artistic ambition and civic engagement unite. We envision a world where the power of theatre expands our collective understanding of community and our own humanity. Over the last 55 years, ACT has supported these voices as they sharpen and grow and has honed its mission around nurturing the theatre makers of the next generation.

As the voice of the Pacific Northwest, our commitment to New Works by local playwrights brings Seattle's voice beyond our stages, and into the national conversation. ACT is dedicated to producing bold, relevant, works on contemporary themes that spark an authentic curiosity about the human condition to deliver groundbreaking work.

ACT strives to be a meaningful place to work. We take pride in our accomplishments and recognize our work is dependent upon our highly skilled colleagues and dynamic work teams. We want our art to be joyful and our work to have a spirit of adventure. It is our belief that thoughtful guardrails bolster an environment where we can all be brave and buoyant together. We work hard at building strong and productive relationships and use respectful communication and feedback to maintain them at the highest level. Taking great care to ensure and promote the safety and the wellbeing of our employees, our community, and the environment, we strive to always bring your best self, and to honor the best in others.

About the Role

Do you have a passion for customer service? Do you have a strong desire to work with the public and are comfortable as a leader? Are you detail oriented with a passion for precision? ACT's patron-focused, impact driven Front of House team is looking for Accessibility Managers!

The Accessibility Manager works collaboratively with the House Manager, Box Office, production, volunteer ushers, other Front of House personnel, and administration to ensure the comfort and safety of our patrons. The Accessibility Manager oversees all patron accessibility needs, including but not limited to seating needs, closed captioning devices, audio described and ASL interpreted performances, and large print programs to ensure all patrons are able to enjoy unencumbered performances. They will answer questions, listen to patrons' compliments and concerns, and make all audience members feel welcome.

As one of the primary patron-facing employees of ACT, they must execute their role with care, creativity, authenticity, and good judgement. This role actively participates in helping achieve all goals related to Equity, Diversity, Inclusion, Accessibility, and Belonging.

Benefits include access to \$5 downtown parking, and free tickets to ACT productions. COVID-19 vaccination is a condition of employment.

Responsibilities Include (But Are Not Limited To):

- Works to ensure excellent customer service delivery, while providing exemplary leadership in their work
- Collaborate with House Manager to ensure program timeline is well managed
- Assist with lobby management and preparation



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- Work to ensure the safety of patrons and staff through a strong, working knowledge of ACT emergency procedures
- Assist with emergency operation procedures (evacuation, shelter in place, medical)
- Staff accessibility table; available to greet and answer patron questions
- Manage storage, set-up, charging, check-out, and return of hearing and closed-caption devices; - demonstrate device usage; ensure all tablets are in good working order; report any broken devices to the House Manager
- Provide large print programs as requested
- Input scripts into MobiTxt Closed Captioning System; attend tech rehearsals; ensure accuracy of script entry, collaborating with Patron Services Manager and Director of Production regarding any script changes to ensure accuracy
- Coordinate with House Manager and Patron Services Manager regarding closed-captioning needs for each program
- Operate closed-captioning script system during events and troubleshoot any technical issues during performances
- Assisting with set-up of ADA seating
- Direct and assist patrons with accessibility needs to their seating location
- Relay relevant information to the House Manager to assist with program house report
- Establish a working knowledge of ADA guidelines; assist House Manager in execution of all accessibility programs, including wheelchair seating, flip arm seating, closed captioning, large print programs, ASL interpreted, and audio described performances
- Be knowledgeable about ACT mission, values, current productions, season, and upcoming programs
- Create a welcoming, inclusive, and collaborative atmosphere through honest, clear communication with patrons, staff, and teammates

About You

- Strong interpersonal and verbal communication skills with the ability to work under pressure
- Strong desire to work with the public and serve as a leader in all interactions with staff, volunteers, and patrons
- Demonstrated ability to thrive and multi-task in a fast-paced, high energy, multicultural environment
- Availability to work evenings and weekends is essential
- Sound judgement, ability to maintain a calm, professional demeanor in all public-facing situations
- Prior experience performing high-volume customer service-related work
- Drive to collaborate to achieve common goals; problem-solver; detail-oriented; support driven; capacity to work independently on multiple projects at a time
- Possess a positive, caring, and respectful attitude
- First-Aid and CPR certification a plus
- Experiences working in a performing arts environment or with emergency management are appreciated, but not necessary

Equity and Inclusion

ACT is an equity opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, creed, sex, age, national origin, military and/or veteran status, disability, sexual orientation, gender identity or expression, neurodiversity, education, socio-economic status, cultural affiliation, language, marital or family status, genetic information, political ideology, actual or perceived status as a victim of domestic violence, sexual assault, or stalking or any other status or condition protected by the applicable federal, state, or local laws or other characteristics prohibited by law.



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ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism, and building cultural competency and exhibit a commitment to Equity, Diversity, Inclusion, Accessibility, and Belonging

Physical Skills/Work Environment

While performing the duties of this job, the employee is regularly required to walk and stand for extended periods of time. Strong written command of the English language with the ability to be understood; ability to use a wireless radio; capable of lifting 25 pounds unassisted; comfortable working in compact spaces and upper balcony levels; able to go up and down stairs with ease.

Work environment includes a variety of environments typical in a theatrical environment, administrative office spaces, and public spaces.

To Apply

Submit resume and interest with "Accessibility Manager" in the subject line to work@acttheatre.org