

GESA POWER HOUSE THEATRE – GUEST SERVICES COORDINATOR – FT

Job Title: Guest Services Coordinator

Supervisor: Executive Director

Pay Range: \$22.00 to \$25.00 per hour

Classification: Non-exempt

Location: 111 North 6th Avenue, Walla Walla, WA 99362

Date: February 2026

JOB SUMMARY

Power House Theatre Walla Walla (PHTWW), a 501(c)(3) nonprofit organization seeks a full-time Guest Services Coordinator to manage all aspects of the volunteer program, support all front of house operations during events, and assist in the logistics and support for all rentals.

This position reports directly to the Executive Director and works very closely with other event and theater staff. The schedule for this position is variable, may flex, and vary from week-to-week with approximately 35 to 40 hours based on the needs of the organization. The position requires onsite and in-person work, although some specific responsibilities can be done remotely with a flexible schedule.

ABOUT GESA POWER HOUSE THEATRE

Founded in 2011, the Gesa Power House Theatre is a world-class, 300-seat performing arts theater located in downtown Walla Walla, Washington and is owned and operated by Power House Theatre Walla Walla, a 501(c)(3) nonprofit organization. Our historic building is on the Washington State Building Preservation Commission list and listed in the National Register of Historic Places. Our venue has grown into a local hub for live performances, including in-house productions, as well as an events center for public and private events. On average, our theater is visited by 20,000 people each year.

The day-to-day operations of PHTWW are managed by a small team of dedicated staff, contractors, and volunteers. A spirit of teamwork and collaboration drives the mission-driven work to support the organization's efforts to generate a strong, inclusive community through performing arts.

ESSENTIAL DUTIES AND CORE RESPONSIBILITIES

- **Volunteer Program Management:** Responsible for the day-to-day management of the volunteer program at PHTWW including the expansion and growth of the program.
 - Supervises and provides direction for all volunteers in accordance with PHTWW policies and procedures.
 - Responsible for all volunteer communication, managing volunteer shifts and schedules, and the upkeep of volunteer data.
 - Serves as the staff lead for volunteer orientation, coaching/mentoring, and ongoing learning/training opportunities.

- Represents the volunteer program within the community by creating a strategic engagement plan that includes recruitment, outreach, and awareness.
- Serves as the admin for the online volunteer database (i.e. Ludus) and regularly updates volunteer records and the opportunities calendar.
- Serves as the lead staff liaison to address all volunteer needs and concerns.
- Works with theater staff to plan and execute volunteer training and appreciation events.
- Works with marketing to create and update promotional materials highlighting the volunteer program.
- **Oversee Front of House Operations:** Works with event staff for event prep, pre-show, during the show/intermission needs, and post-show logistics.
 - Manages the staffing and scheduling of all Front of House event support including volunteers, bartenders, security, and board representatives.
 - Assists in the Box Office, as needed.
 - Interfaces with patrons during events and rentals and serves as lead point of contact for all customer inquiries and issues.
 - Serves as the primary contact for all House Managers and the Security team.
 - Cross-trained for basic technical needs in the auditorium.
 - Regularly updates online project management system (i.e. ClickUp) with completed tasks and projects related to events.
 - Other duties related to events as needed.
- **Inventory Management:** Works with Executive Director to ensure bar and concessions inventory are prepped and stocked for events.
 - Completes post-show inventory.
 - Restocks inventory prior to events.
 - Manages back-stock inventory.
 - Manages Clover POS for concessions.
 - Maintains inventory for any other items needed including special events, resulting in a positive Front of House guest experience.
- **Rental Support:** Works directly with the Artistic Director and the Executive Director to triage rental questions/issues and assists with communication surrounding rentals as needed.
 - Develops and maintains a detailed knowledge of theater rental spaces, supplies, equipment, and procedures.
 - Works with the Artistic Director to provide exceptional customer service with prompt responses to rental inquiries within one business day.
 - Serves as an onsite theater staff representative while building is in use by renter (i.e. attend any rehearsals, set-up, the event itself, and/or clean-up).
 - Follows up with renters after events to make sure the customer is happy and solicits feedback about their experience. When possible, addresses any issues that arose during their rental.
 - Assists in growth of multi-year rentals of the theater.

- **General operational support:**
 - Becomes an ambassador for PHTWW, promoting other events, programs, and services.
 - Helps maintain customer database records and documents using ticketing software (i.e. Ludus) and digital filing systems (i.e. SharePoint).
 - Cross-trains with Box Office to provide fluid staffing support as needed.
 - Provide tours of the venue as needed.
 - Regularly attend staff meetings.
 - Other duties as assigned.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position. The ideal candidate will have the following characteristics:

- Excellent verbal and written communication skills.
- Demonstrated, impeccable, proactive and caring approach to, frontline customer service philosophy and strong work ethic in a busy hospitality environment.
- The ability to remain calm and alert in pressured situations.
- Professional appearance and demeanor.
- Work independently as well as part of a team environment, with little to no supervision.
- Ability to work well and manage multiple projects and deadlines.
- Keen attention to detail and strong organizational skills.
- Problem solver and creative thinker.
- Self-driven.
- Intermediate-to-advanced Microsoft Office and computer skills, including applications such as Word & Excel.
- Valid driver's license.

Additional preferred considerations include:

- Current or ability to obtain a MAST permit for Washington state and/or a current Food Worker Card for Washington state.
- Current First Aid/CPR Certification or ability to complete relevant training.
- Prior volunteer management experience.
- Prior event planning experience.
- Prior experience using Project Management or CRM software programs.
- Prior entertainment production experience.
- Familiarity with the Walla Walla Valley.

WORKING CONDITIONS

PHTWW is welcoming to all physical and mental abilities. The working conditions, physical demands, and essential functions listed below are representative of those that must be met, with or without reasonable accommodation. To request a reasonable

accommodation, employees are encouraged to contact the Executive Director at any time.

- This is a full-time, non-exempt position with a flex schedule. This position requires dependable and punctual attendance when scheduled to work. Days and hours of work vary with approximately 50% of the work hours taking place during the evenings and on weekends based on the events and rentals schedule.
- Must be able to remain in a stationary position at least 50% of the time, as required for office related tasks/projects.
- Ability to lift up to 25 pounds, bending, reaching above the shoulder for event and rental set-up/breakdown needs.
- Must be able to climb stairs and walk around for event support.
- Occasionally standing for prolonged periods with frequent moving about to accomplish tasks or walking from one area in the theater to another.
- Work includes prolonged periods of computer work. Work is performed in an office environment, inside the theater's building, and some tasks can be done remotely.

COMMITMENT TO ACCESSIBILITY AT PHTWW

At PHTWW, we are committed to accessibility in every aspect of our organization. If you have questions, feedback, or concerns, please reach out to the Executive Director. PHTWW is an equal-opportunity employer, and hiring decisions are not made on the basis of race, sex, religion, national origin, age, sexual orientation, or disability.