



## Back of House & Technical Coordinator, The Medium

**Organization:** Creative Arkansas Community Hub and Exchange

**Location:** Springdale, Arkansas

**Direct Supervisors:** General Manager, The Medium

**Status:** Full-time

**Salary:** \$40,000 - \$50,000

**Benefits:** Full benefits

### Background

CACHE's mission is to work with creatives, communities, and organizations to empower a more inspiring, inclusive, and equitable Northwest Arkansas, with a focus on emerging, underrepresented, and underinvested pockets of creativity. CACHE's work provides resources to artists and artist communities to democratize access to the arts and increase avenues for financial security for artists, creatives, and creative industry workers. CACHE focuses on infrastructure development, arts engagement, and participation, grantmaking, data collection, advocacy and policy, and capacity building for the full Northwest Arkansas cultural sector, to create conditions favorable for local arts innovation. In addition, CACHE supports the elevation of Northwest Arkansas as a premier destination for the arts, with the goal of encouraging additional public support, cultural tourism, economic development and diversity, equity, inclusion, accessibility, belonging (DEIAB) best practices.

### Project Background

The Medium is a CACHE-led project to develop a creative hub to serve as Springdale and Northwest Arkansas' flagship destination for artist development, creative production, and public engagement. Housed in the former Arts Center of the Ozarks building, in downtown Springdale, The Medium holds the opportunity to be ahead of its time in reinventing the modern era's arts center. This 25,000 square foot performing and visual arts center represents an opportunity to expand equity, inclusion, and expression across all artistic disciplines and Northwest Arkansas communities. Serving as a rejuvenated center for Springdale and the entire region, a reinvention of the space will aid in the discovery and development of local creative talent and economies and attract energy and investment from afar.

CACHE has built a framework for managing the space in its existing form, forming advisory and leadership bodies to oversee strategic direction, and actively building community partnerships while hosting over 34 events in 11 months. CACHE has led a micro-grant program to support artists and organizations across all disciplines to research and develop projects, ultimately activating the space with over 40 events.

The Medium team will solidify plans for building improvements, long-term operating models, financial plans, space name and branding, as well as entering into long-term partnerships.

### Summary of the Position

The Back of House & Technical Coordinator will act as the primary production lead for all client rentals and will oversee all back of house spaces. This position will set up and operate media equipment for live events while ensuring optimum audience experience. The Back of House & Technical Coordinator will be responsible for organizing and installing media equipment such as projectors, microphones, video monitors, and sound boards, and altering



the venue layout to enhance acoustics as needed. This position should have advanced knowledge of audio and video equipment, experience with lighting and filming techniques, stage and general rigging, and excellent troubleshooting skills while simultaneously working with a diverse group of incoming event producers at various skill levels.

This position will also assist the General Manager in assuring that the facility is maintained and operational by identifying problems and solutions as they arise. General maintenance can include but is not limited to changing house light bulbs, maintaining cleanliness and organization of storage and shop areas, & meeting with subcontractors for various scopes of work.

**This position is full-time. Due to the nature of this position and the frequency of activities at The Medium, evening and weekend work will be required.**

**Responsibilities/tasks:**

- Meet with event and production organizers and key personnel to discuss and coordinate technical and facility needs.
- Assure that the venue is prepared and set up according to production plans and diagrams provided by clients and programmers, including setting up and installing microphones, lights, video monitors, projectors, speakers, and video cameras.
- Set up efficient production systems by developing run of shows, confirming technical riders, and coordinating with client's production personnel.
- Conduct routine performance quality checks of technical and facility equipment between productions.
- Inspect mountings and electrical equipment to ensure conformity to health and safety regulations.
- Ensure events run smoothly by serving as the primary technical and production lead, including operating sound and visual equipment during live events, as needed.
- Maintain strong ongoing customer relations through communication in a timely manner via email, virtual meetings, and in-person meetings.
- Maintain inventory across the facility to track loss and damage, overall usage, and to ensure all rental client needs are met.
- Lead contact for equipment rentals through the Medium's Media Laboratory:
  - Prepare rental orders for customers,
  - Manage outgoing/incoming rental orders, and
  - Partner with Creative Content Manager to create a streamlined system for onboarding including an onboarding training video and quiz to ensure external renters are familiar with equipment.
- Ensure successful engagement and compliant usage of the facility as a part of The Medium team.
- Create a team schedule to ensure venue remains accessible during operating hours, coordinating event schedules, tours for prospective clients and daily opening and locking procedures, as needed.
- Be primary contact and liaison over The Medium's Back of House spaces including Theater, Tech Office, Green Room, Dressing Rooms, Pro Rental Shop spaces, and technical storage.
  - Blackbox usage shall be coordinated in conjunction with the Event & Front of House Coordinator
- Understand and implement The Medium's standard operating procedures for safety, evacuation procedures, crisis communication, and security.



- Contribute to the vision of the future space and how to make productions most successful with the leadership team.
- While nights & weekends are an inherent part of this position, The Medium offers schedule flexibility & time back, with advance notice and communication.

### **Qualifications**

*We recognize that people's lived experiences and motivations for entering the arts sector vary greatly. Given this, we are open to a wide range of experiences and educational backgrounds.*

- Bachelor's degree in sound engineering or a similar field preferred.
- 2+ years of experience working as an audio, visual, and lighting technician.
- In-depth knowledge of sound, video, and lighting equipment.
- The ability to lift heavy equipment weighing up to 50lbs.
- Observe all safety practices and policies.
- Strong administrative skills.
- Reliable and responsive internal and external communication.
- Willingness to learn new software and systems.
- Thrives working outside of a traditional 9-5 setting.

*A successful candidate would likely also:*

**Share CACHE's values of creativity, beginner's mindset, diversity and collaboration, integrity with humility and a passion for empowering artists and creative communities:**

- Value being a team player with a sense of collaboration and a commitment to teamwork.
- Treat other people with respect and resolve issues in a way that preserves and strengthens relationships.
- Engage comfortably in growth roles and delegation.
- Prioritize practical solutions-based thinking.

**Prioritize processes and results mutually, focusing on relationship building, listening and co-creation:**

- Respect partners of all types uniformly and view partners as peers.
- Integrate listening and findings into decisions.
- Build partnerships in service to alignment, sometimes with unexpected allies.

**Practice detail orientation and system thinking**

- Collect and streamline data for access and application.

**Communicate well:**

- In person, via phone, and through written communication.

**Be technology savvy:**

- Be highly skilled with Word, PowerPoint, Excel and can learn other programs (including Booqable, Google Workspace, Tripleseat).

**Be committed:**

- To continual growth through ongoing professional development.



### **Work Environment**

The Medium is a fast paced, artist-led environment. We believe in open communication and expect team members to support one another through a sense of camaraderie and empowerment.

We believe in maintaining a positive, relaxed atmosphere with frequent pauses for music and outdoor wanderings. Noise levels in the work environment are usually moderate to sometimes high depending on the events. We're dedicated to making any reasonable accommodations to enable individuals with disabilities to perform essential work functions.

CACHE is committed to creating an environment in which the individual differences and contributions of all team members are recognized and valued in a space that promotes dignity and respect for every employee.

### **Physical Demands**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee frequently is required to stand and sit for extended periods; Lift and move event materials or theatrical equipment weighing up to 50 lbs.
- Regularly requires walking, bending and climbing; approximately 50% of performance facility is reachable only by stairs or ladder.
- Must have the ability to identify and troubleshoot visual and auditory difficulties occurring during events/productions.
- Some work may be completed in low light areas and/or areas of restricted access. Position occasionally requires work in areas where hazardous materials (e.g. spray paint or cleansers) are present.

### **How to Apply**

Please email one PDF titled with your full name that includes your **cover letter, resume, and three professional references** (including relationship to applicant, years known, title and employer, and preferred contact information) to the CACHE team: [team@cachecreate.org](mailto:team@cachecreate.org).