



Job Description

Position Title: Theater Concierge

Reports to: Artistic Director

MIM Music Theater was designed and built with the same passion for music that fills the museum. It is one of the best theaters of its size in the world, not only because of its exceptional acoustics, comfort, and technical capabilities, but also because it is part of MIM – the most extensive collection of musical instruments from around the world in any one location. MIM’s Music Theater presents over 280 concerts annually that span the cultures and genres of the world.

Position Summary: The Concierge is responsible for executing artist ground transportation needs during each artist’s tenure at MIM, using the MIM van. The Concierge will also look after the artists from pickup to drop off, ensuring the most positive and hospitable experience possible. Driver schedule is variable and depends on concert schedule. Daytime, evening, and weekend work is involved, requiring complete flexibility in scheduling.

Primary Responsibilities:

- Using the MIM van, provide Theater guest artist ground transportation per artist contract with MIM, which may include but is not limited to, airport pick-ups and drop-off, hotel-MIM transfers, transport to/from off-site interviews and last-minute/day-of-show errands
- Provide all transportation in a safe, professional, punctual, and friendly manner, with a service experience that is consistent with the high quality of the MIM brand
- Represent MIM accurately and cheerfully to guest artists, and be prepared to respond to artist questions and conversation about the local area
- Using information provided by the Artist Coordinators, draft weekly transportation schedules
- Monitor the status of the MIM van in terms of fuel and cleanliness, and remedy as appropriate
- Report maintenance or larger issues to MIM Facilities Department
- Serve as a concierge and assistant to artists backstage, assisting them with ordering of meals, general requests, and other hospitality needs

Qualifications:

Required –

- Valid Arizona drivers license and excellent driving record
- Ability and confidence to operate a 15-passenger van safely and legally
- Frequent evening and weekend availability

- Excellent interpersonal skills, with the ability to communicate effectively, professionally, and cheerfully with visiting artists and MIM team members
- Strict punctuality and ability to follow instructions and adhere to a schedule
- Excellent time management skills and ability to “think on your feet”
- High comfort-level/proficiency with computer and cell phone use, including MS Office, email, texting, and voicemail
- Ability to assist with artist luggage (carrying, lifting into van, etc.)

Preferred –

- Experience working with musicians, i.e., in a venue, festival, or performing arts context
- Strong knowledge of the Phoenix area
- Friendly, outgoing manner and an active curiosity/interest about MIM, global music styles, Phoenix, and other topics that would facilitate conversations with artists.

Apply here:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=618e6cec-0201-4f4a-8957-17b53a2a008e&ccId=19000101_000001&jobId=487071&source=CC2&lang=en_US