



## Event Staff

### Appalachian Theatre of the High Country

<b>Position Status:</b>	Part-time, Temporary
<b>Schedule:</b>	Variable and On Call, frequent weekends, nights & holidays
<b>Compensation:</b>	\$10-15/hour commensurate with experience
<b>Benefits:</b>	Not Eligible
<b>Reports to:</b>	Patron Services Manager

The primary responsibility for ATHC Event Staff is to support the front of house team in providing an exceptional guest experience. Working together with all staff and volunteers to ensure the enjoyment, safety, and security of 600+ patrons before, during, and after performances inside the Appalachian Theatre.

#### **Essential Duties & Responsibilities (including & not limited to):**

- Greet & direct guests with enthusiasm & welcoming attitude while performing tasks assigned.
- Easily handle & prioritize multiple tasks simultaneously.
- Enforce ATHC policies & procedures
- Assist with identification and credential checks that may also include health & safety protocols prior & during events.
- Provide security support on-site in lobby, stage, backstage, indoor and outdoor perimeter.
- Heightened awareness of your surroundings and guests' behaviors while in the venue.
- Proactively approach guests that may have an issue, complaints, or special assistance.
- Setup & movement of lobby furniture, stanchions, fixtures, and equipment needed for events.
- Monitor restrooms for cleanliness, restocking of toiletries.
- Communicate any deficiencies, shortages, damages, or problems to House Manager & Tech Director.
- Assist with general cleaning & trash removal.
- Identify and respond to emergencies according to emergency protocols.
- Have working knowledge of emergency procedures for various situations such as fire, power outage, evacuation, medical emergencies, lock downs, and other extraordinary situations as they arise.
- Preserve and protect resources and assets of the ATHC.
- Aid House Manager and ATHC staff with concerns regarding patron behavior, health, safety, drunkenness, etc.
- Maintain direct communication with supervisor and ATHC staff.
- Other duties as assigned by management.

#### **Requirements:**

- 18 years of age or older; High School diploma or educational equivalent.
- The schedule requires flexibility and willingness to work evenings, weekends, and holidays.
- Experience dealing effectively with conflict.
- Ability to use computers, tablets, scanners, mobile devices, & email communication.
- Keep cool under pressure - high stress tolerance while maintaining excellent customer service.
- Positive attitude, flexible team player – professional
- Creative problem solver, able to work with minimal supervision
- Fluent in English and understands and carries out oral and written instructions and work schedules.
- Maintains professional appearance

#### **Working Conditions:**

Position requires prolonged sitting, standing, walking, climbing stairs, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer technology. The position requires far and near vision, color vision and peripheral vision when reading and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents and

occasionally lift and/or move up to 50 pounds. Some requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**Work Environment:**

The noise level in the work environment is usually moderate. Temperatures can vary from location to location, with some events being held outside. Ability to work in a variety of environments including but not limited to heights, elevators, in darkened corridors, around crowds, loud noise, flashing lights, and haze effects.

**Application Procedure:**

Interested candidates should provide a letter of interest, resume, contact information for three professional references, and salary requirements in PDF format via email to [hire@apptheatre.org](mailto:hire@apptheatre.org). No phone calls or visits.