

# TIBBITS OPERA FOUNDATION & ARTS COUNCIL

## JOB DESCRIPTION

**Titles:** Bar Event Staff /Audience Services Staff

**Reports to** Audience Services Director

**Job Status:** Casual part-time; hourly; includes days, nights and weekends (mostly Thursday-Sunday as event schedule requires)

**May – Aug.:** 15-30 hours per week      **Aug. – May:** 5-15 hours per week

### Requirements:

- Minimum – 18 years old
- Basic math skills
- Computer proficiency
- Great attitude
- Customer service skills
- Professionalism

### Job Summary:

Customer service for Tibbits demonstrating professionalism and efficiency in selling concessions, managing product, overseeing/training volunteers at the bar for all events. When not at the bar, customer service for Tibbits by selling tickets, dealing with the public, and fulfilling front of house responsibilities for events.

### Key Responsibilities:

#### As Bar Event Staff:

- *Prior to events:* Prepare bar paperwork/menus, track inventory and communicate with Operations Director of any needed orders, move/arrange bar product in different bar locations as needed.
- *During events:* Arrive 1.5 hours prior to show time to set up bar for event, lead volunteers through process from counting cash to mixing drinks, and have bar open to the public 1 hour prior to show time. Provide smooth and efficient patron experience.
- *After events:* Restock inventory using FIFO (first in, first out) method, clean and put away all bar materials
- Maintain the appearance of the opera house, the bar area/kitchen
- Know and follow appropriate procedures for event management, accidents, and emergencies
- Complete proper reports, and keep open, timely communication with other staff and volunteers
- Maintain COVID procedures

#### As Audience Services Staff:

- Provide prompt, professional, accurate customer service
- Answers phone calls, directing calls and taking ticket orders using proprietary software
- Assist with basic marketing and promotion within the theatre including website updates, in house posters, and calendar listings
- Maintain accurate records of patron contact information within database
- Assist with organizing front-of-house volunteers
- Assist with the organization of groups before and at performances
- Assist anyone who comes into contact with Tibbits at their level of expectation or higher; interact pleasantly with patrons, placate unhappy patrons, document problems, and foster a sense of pride in Tibbits
- Ready the building for patrons—unlock doors, turn on lights, refresh courtesy baskets, verify supplies and cleanliness of the facility meeting any immediate housekeeping needs
- Prepare box office as required for events— tickets printed, appropriate signage displayed, 50/50 raffle materials ready, etc.
- Step in to help with 50/50 sales or other front-of-house duties as needed

*Perform other related duties and responsibilities as required or assigned.*

Tibbits Opera Foundation is an equal opportunity employer. All applicants will be considered for employment without attention to age, race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

03/29/22, Delaney