



Assistant Patron Services Manager
Part-Time Hourly

General Description

This position serves as assistant manager for patron and lobby operations. The position reports to the patron services manager. Responsibilities are diverse and hands-on and requires experience in customer service and personnel supervision.

Hours

Flexible hours depending on theatre schedule, average of 20 hours per week.

Job Duties

General event management

- Assure public safety and welfare, especially in emergency situations
- Act as shift house manager as scheduled for performances and public events
- Assist in pre and post event coordination
- Provide high level of customer service
- Coordinate theatre client needs, including receptions, merchandise sales, and lobby displays
- Complete all required reporting
- Observe equipment and facilities; notify appropriate individuals of equipment or facilities requiring maintenance

Required Abilities, Knowledge, and Skills

- At least twenty-one (21) years of age and have legal authorization to work in the United States
- High level of written and verbal communication skills. Math skills for reconciliations
- Works a flexible schedule with evenings, weekends, and some holiday work required
- Knowledge of PC- type computer programs including MS Word, Excel, and Outlook as well as credit card scanners, ticket scanners, flashlights, radios, and push carts
- Ability to lift, carry and manipulate loads up to 50 pounds for short distances.
- Knowledge of performing arts practices and the artistic disciplines of dance, drama, music, etc.
- Ability to speak a second language a plus.

Experience and Training

2-3 years of professional experience in a theatre front of house or similar public-service experience.

Compensation

\$18.43 per hour.

Irvine Barclay Theatre is an "at-will" employer.

Information or inquiries should be directed to:

Robin Darling

Patron Services Manager

jobs@thebarclay.org

NO PHONE CALLS PLEASE