



Glendale Arts Job Description

Job Title:	EVENT MANAGEMENT TEAM MEMBER (ON-CALL)
Department:	Marketing & Events
Reports To:	Full-Time Event Managers
FLSA Status:	Non-Exempt
Wage:	\$11.5-\$15 / hour dependent on event role
Classification:	On-Call

Position Summary:

The Event Management Team Members report to the Event Manager or House Manager for each event and assist them with managing the set-up, teardown, and execution of the patron experience for Alex Theatre Events. This may include handling equipment (tables, chairs, easels, stanchions, & red carpet), supervising volunteers and paid-staff, resolving patron issues, supervising concessions & receptions, and other front-of house needs.

Essential Functions and Responsibilities:

- Acting as assistant manager supervising all event staff, food & beverage staff, and volunteers during an event.
- Interacting directly with client staff or producers while maintaining a professional presentation.
- Managing the rest and meal break schedule for all staff.
- Supervising and assisting with set-up and breakdown in the common areas including forecourt, lobbies, auditorium, and other.
- Solving patron issues and concerns.
- Settling merchandise from promoters.
- Distributing and balancing cash register drawers.
- Typical shift includes 4-6 hours.
- Other duties as assigned.

Qualifications & Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or



Glendale Arts Job Description

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

Education and Experience

- High School diploma or General Educational Development (GED) equivalency required.
- 1-2 Years as a manager in customer service preferred
- Previous theatre or event experience preferred.
- Previous experience working with the public in a customer service environment.

Knowledge and Skills

- Fluency in a second language is preferred but not required (Armenian and/or Spanish particularly desirable).
- Excellent communication and customer service skills.
- Ability to work in a fast pace environment.
- Problem solving skills, including the ability to maintain composure under sometimes stressful environments.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.
- A team player who is able to work well with others.

Other

- 21 years of age or older preferred but must be 18 years of age or older
- Must have the ability to work a flexible schedule, including evenings, weekends, and some holidays.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Event Management Team Member is regularly required to use hands to finger, handle, or feel; reach with hands and arms, talk and hear. The employee is frequently required to stand for long periods of time, climb and descend narrow stairs in dim lighting conditions, and to sit, stoop, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus and to see in dim lighting environments. The employee will regularly use a two-way radio handset or headset.



Glendale Arts Job Description

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the Event Management Team Member is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate, but is occasionally loud.