



HOST JACKSON THEATRE

JOB STATUS: NON-EXEMPT

DATE MODIFIED:

GRADE 1

DEFINITION

The Host position at the Jackson Theatre provides a wide array of customer service functions. Employees in this class are assigned specific tasks related to the theatre box office and concessions, to include serving alcohol. Employees in this position have frequent contact with the public and are most often the initial contact for the Jackson Theatre with patrons. This is a part time position.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Jackson Theatre Assistant Operations Manager and the general supervision of the Jackson Theatre Operations Manager.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Function:

1. Responsible for opening and closing of the theatre to include the Stage Door in accordance with opening/closing procedures.
2. Responsible for learning the use of the ticketing system used by the Jackson Theatre and all functions needed to properly run the box office (sales, refunds, manifest creation, audit and sales reports, creation of an event/patron type report and other functions as needed).
3. Coordinates with the House Manager to coordinate the times for the theatre to open the doors to patrons and ensure ushers are familiar with all seating arrangements and any special requests for patrons.
4. Demonstrate a high degree of hospitality for theatre patrons either in person or via telephone, assisting with general theatre and Jonesborough questions to include directions, event specifics, etc.
5. Sell tickets to theatre events during designated box office times.
6. Responsible for proper reporting of daily ticket sales and reconciliation of cash sales for the day. This includes collecting all cash sales, cash drawers, daily sales reports, daily tax reports and completing an itemized sales sheet each day.
7. Ability to work nights, weekends and holidays when needed to accommodate the needs of the theatre.

8. Utilize the point-of-sale system used by the theatre to sell all concessions and merchandise. The system includes sales, inventory, input of items in proper categories for accounting purposes.
9. Assists the Assistant Operations Manager and House Manager on a proper inventory system with weekly updates to maintain adequate inventory.
10. Provides support as a bartender during events that serve alcohol at the Jackson Theatre. This involves training and additional functions to ensure that alcohol serving guidelines are met and all reports of alcohol sales are completed.

Marginal Functions:

- Performs related duties and responsibility as required.
- Assists with keeping the theatre and the Stage Door neat and clean during events.
- Assists with theatre tours.

KNOWLEDGE SKILLS AND ABILITIES

Knowledge of:

- Computer utilization includes specific programs, Microsoft programs.
- Alcohol serving guidelines in the State of Tennessee.

Skill in:

- Customer Service and/or public relations to include conflict resolution.

Ability to:

- Understand oral and written instructions.
- Ability to maintain an effective working relationship with superiors, employees, and public.
- To use sound judgment in fulfilling the responsibilities of this position.
- Set up chairs, tables, etc.
- Learning about the operation of audiovisual equipment, lights, etc.
- Work weekends or holidays to meet the needs of The Jackson Theatre schedule.

REQUIRED QUALIFICATIONS:

- Minimum high school diploma or equivalent.
- 18 years old or older.
- Valid driver's license.
- Preferred customer service experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed primarily indoors but may occasionally be exposed to the weather to assist patrons and theatre staff. Moderate physical demands: strength sufficient to lift and move items weighing up to fifty (50) pounds on occasion; lifting to ten (10) pounds is frequently needed.

Environment:

Task is regularly performed indoors with limited exterior work.

Mental:

While performing the duties of this class, the employee is regularly required to use a mid-level degree of mental stamina to complete tasks in an efficient timely manner.

Vision:

See in the normal visual range with or without correction; vision sufficient to see traffic at a distance and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.