

HOST/HOSTESS JACKSON THEATRE

GENERAL DESCRIPTION:

Provide a wide array of customer service functions at the Jackson Theatre. Employees in this class are assigned specific work tasks related to the theatre box office and concessions. Employees have frequent contact with the public. Employees in this class are under the direct supervision of the Jackson Theatre Assistant Operations Manager and the general supervision of the Jackson Theatre Operations Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

- Responsible for opening and closing of the theatre including the Stage Door and Jackson Theatre in accordance to opening/closing procedures.
- This position would be responsible for learning the use of our ticketing system, ThunderTix, and all the functions needed to properly run our box office (sales, refunds, manifest creation, audit and sales reports, creation of an event/patron type).
- Works with the Front of House Manager to coordinate “open door” times for the theatre and making sure ushers are familiar with all seating arrangements or any special requests (wheelchairs).
- Serves as hospitality for patrons, assisting with general theatre and Jonesborough questions, theatre directions, phone calls for tickets, etc.
- Will sell tickets during our designated box office times.
- Assist with theatre tours, so a history of the theatre (currently being pulled together by Heritage Alliance staff) and training on tours will be needed.
- Responsible for proper reporting of ticket sales, daily, and any cash sales for the day.
- Ability to work nights, weekends, and some holidays for our rotating list of events.
- Plan is to have 3-4 events per week, these will mainly be movies and some concerts for the first 3-4 months. These positions should be no more than 15-18 hours per week, depending on the number of staff available.
- Responsible for learning to use our Point-of-Sale System, Clover, to sell all concessions and merchandise for the Jackson Theatre. This includes sales, inventory, input of items in proper categories for accounting, refunds, exchanges, etc.
- Works with the Assistant Operations Manager and House Manager on a proper inventory system with weekly updates on any needed items.
- Responsible for collecting any cash sales, cash drawers, daily sales reports, daily tax reports, and an itemized sales sheet for each day.
- Assist with keeping the Stage Door tidy during events. This would include floors, trash from concessions/bathroom/outside theatre emptied, windows, restrooms, etc.
- Included in concession staff would be bartenders. This position would be on an as needed basis, and would only be required for any rentals serving alcohol or any Jackson Theatre events where serving alcohol has been requested. This person would be responsible for cash sales, knowledge of our Point-of-Sale System for all sales, reporting of all daily sales to the Assistant Operations Manager, responsible for inventory of beer/wine/cups in our portable bar.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Ability to work flexible hours including evenings and weekends; excellent public relations skills; ability to follow oral and written instructions and a willingness to accept supervision; basic office skills; physical ability to set up chairs, tables, etc.; ability to learn operation of audiovisual equipment, lights, etc. Working knowledge of computers and commonly used software programs such as: Word and Excel; as well as the general Windows operation software.

ACCEPTABLE EXPERIENCE AND TRAINING: Must possess a high school diploma or GED; a minimum of 5 years of customer service-related experience preferred, or any equivalent combination of work experience and education.

OTHER REQUISITES:

From time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assist employees occupying a different position. Employees in this class may be required to work overtime, holidays and may be in an on-call status from time to time. This job description should not be construed as an all-inclusive statement of every task required of this position, but as fair representation of the great majority of the work. Every effort will be made in advance to inform the incumbent of the temporary assignment, which under no circumstances is intended to constitute a demotion.

ADA REQUIREMENTS:

Physical Requirements: Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 lb.); and occasional lifting or carrying moderately heavy (20-50 lbs.) items; and minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Tasks may involve extended periods of time at a keyboard.

Environmental Requirements: Task is regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Sensory Requirements: Task requires sound perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.

Reasonable Accommodation(s): Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Classification: 1
Non-Exempt (Part-Time)
August 29, 2024