



Effective: 07/01/2018

## CONCESSION STAFF

### **Position Summary:**

As a member of the operations team, provide exemplary customer assistance through the sale of beverages, candy and light fare as offered by the Palace Theatre. The incumbent must be able to work flexible shifts including evenings, weekends and holidays as dictated by the event schedule.

### **Reports to:**

Front of House Operations Manager

### **FLSA Status:**

Part Time; Non-Exempt; Hourly

### **Qualifications:**

- High School diploma or equivalent preferred.
- Experience working in a theatre or similar venue is a plus.
- Ability to maintain good attendance is a condition of employment and a function for this position.
- Non-profit experience a plus; strong preference will be given for someone who has operated in a fast-growing environment with limited budgets and resources.
- Keen interpersonal skills are preferred; strong preference will be given for someone who has demonstrated positive customer service and hospitality skills.
- Ability to work independently, but work effectively as a team player by collaborating with full/part time staff, volunteers, vendors, patrons, and service contractors.
- Strong work ethic with a professional, resourceful style that includes a predilection for time management.
- Ability to prioritize and manage multiple tasks and projects at one time with a proven level of productivity, accuracy, and quality.
- Maintain valid certification in TIPS.
- CPR/First Aid training is strongly encouraged.

### **Responsibilities:**

1. Before doors open, confirm your assigned area is clean and doorways are free of obstructions.
  2. Welcome patrons in a friendly manner.
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3. Manage refreshment and food inventory, ensuring adequate supplies on hand.
4. Receive and dispense beverages, candy and popcorn to customers at various locations quickly and efficiently.
5. Complete transactions appropriately by using point of sales software.
6. Communicate with fellow employees and patrons to promote a safe and positive experience.
7. Maintain a sanitary work area at all times by cleaning glass, dishware, refrigeration equipment, etc.
8. Notify management of any machine or equipment problems immediately.
9. Inventory and manage cash out procedures.

### **Physical Demands:**

- The employee will often stand; walk, reach with hands and arms, and climb stairs.
- The employee will frequently be required to talk and hear.
- The employee will regularly use their hands to finger; handle, feel, and/or type.
- The employee will be required to lift in excess of 50 pounds.
- Specific vision abilities required by this job include Close vision.
- This is a physical position which may require the ability to bend or twist the body, as well as time, kneeling, crouching, stooping, and/or reaching.
- Occasional use of ladders or scaffolds and the ability to climb them

### **Basic Skills:**

- **Speaking**  
Talking to others to convey information effectively.
- **Active Listening**  
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension**  
Understanding written sentences and paragraphs in work related documents.
- **Writing**  
Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking**  
Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### **Social Skills:**

- **Social Perceptiveness**  
Being aware of others' reactions and understanding why they react as they do.

- **Coordination**  
Adjusting actions in relation to others' actions.
- **Persuasion**  
Persuading others to change their minds or behavior.
- **Service Orientation**  
Actively looking for ways to help people.
- **Complex Problem Solving**  
Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Systems Analysis**  
Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation**  
Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

### **Resource Management Skills:**

- **Time Management**  
Managing one's own time.
- **Management of Personnel Resources**  
Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Management of Material Resources**  
Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

### **Computer Skills:**

- **Databases**  
Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- **Graphics**  
Working with pictures in graphics programs or other applications, including creating simple graphics, manipulating the appearance, and inserting graphics into other programs.
- **Internet**  
Using a computer application to create, manipulate, edit, and show virtual slide presentations.
- **Navigation**  
Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
- **Presentations**

Navigating the Internet to find information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve electronic mail (e-mail).

- **Spreadsheets**

Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.

**Tools and Software:**

- Popcorn Machine
- Desktop computers
- Notebook computers
- Photocopiers
- Scanners
- Special purpose telephones or radios
- Desktop publishing software
- Customer relationship management (CRM) software
- Data base user interface and query software
- Electronic mail software
- Graphics or photo imaging software
- Maintain a clean work area using some of the various listed products: broom, dust pan & brush, dry mop, Latex gloves, and wet floor signs. Various cleaning agents: window cleaner, disinfectant cleaner, furniture polish, SOS pads, microfiber dusters.

I agree by signing below that I have received a copy of and that I understand the wording of this job description.

Printed Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_