



Effective: 07/01/2018

SECURITY

Position Summary:

As a member of the operations team, provide secure access to the venue and exterior areas as deemed necessary. 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 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 NYS certification in Security Training.
- CPR/First Aid training is strongly encouraged.

Responsibilities:

1. Before doors open, confirm your assigned area and receive event specific security measures.
 2. Greet all patrons with a warm welcome and smile.
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3. Control all patron access.
4. Perform visual or, when necessary, physical search of each patron, prohibiting entry of all items that may cause or present potential harm or injury such as firearms, weapons, knives, pepper spray, etc.
5. Visually search all large bags, handbags and explain the “No Backpack” policy
6. Prohibit items deemed non-permissive by the performance or venue such as cameras, video and/or audio recording equipment, signage, food, drinks, etc.
7. Observe and report activities or incidents at assigned area; providing security and safety of patrons, performers, personnel and property.
8. Preserve order and act to enforce regulations and directives for the site pertaining to personnel, visitors, performance and premises.
9. Patrol assigned areas, checking for unsafe conditions, hazards, unlocked doors, security violations, blocked entrances and exits, and unauthorized persons.
10. Respond to incidents of fire, medical emergency, patron and other incidents.
11. Generate logs and reports as required.
12. Communicate with fellow employees and patrons to maintain order and adherence of safety rules.
13. Guide patrons to restrooms, alternate theatre locations, and exits as needed.
14. Provide instructions or assistance in case of emergency.
15. Be familiar with all theatre policies and procedures.
16. Listen to and properly direct all complaints received to the Front of House Manager.
17. Assist patrons exiting the venue when the show is over.

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:

- 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: _____