

CITY OF TEMPE

Temporary Employment Opportunity



Community Services • Cultural Services • 700 W Rio Salado Parkway • (480)350-2829 • TDD (480) 350-8400

Event Attendant Lead

City of Tempe / Tempe Center for the Arts

Opening Date: Ongoing

Closing Date: Open until needs are filled

Hourly Wage: \$14.50

Work Schedule: Varies; evenings and/or weekends required

This is a Temporary Non-Benefitted position

Experience & Training: Two years of customer service work experience in one or more of the following areas: theater, convention center, hotel, or other closely related customer service field; supervisory or management experience in a team setting is highly desirable.

Equivalent to the completion of the twelfth grade; supplemented by training or coursework in customer service, business or other related field.

Essential Job Functions:

- Exercise functional, on-site supervision of part time event attendant seniors, event attendants (ticket takers), and volunteer ushers.
- Maintains safety and security of guests and the facility
- Uses and encourages high levels of customer service
- Assists in the operation of the front of house; understand all aspects of the TCA front of house operations; creates positive work environment
- Attends internal and external training opportunities
- Respond to routine inquiries and complaints; answer questions and give information regarding the TCA
- Complete a variety of reports; i.e. event reports, incident reports, merchandise settlements, etc.
- Prepare event assignments; conduct pre- and post-show meeting, brief staff on specific needs or special assignments
- Review work for continuous process improvements; recommend and assist in the implementation of policies and procedures; apply good customer service principles
- Maintain and order all supplies used in front of house operations
- Helps to coordinate and participate in staff and volunteer training for TCA procedures
- Perform related duties as assigned

Applicant Requirement:

Requires successful completion of the selection process, completion of a background investigation, and verification of identity/work authorization.

**SUBMIT APPLICATION TO:
City of Tempe
Tempe Center for the Arts
700 W Rio Salado Parkway
Tempe, Arizona 85281**

**For questions, please contact:
Sally Garrison/Patron and Client Services Coordinator
Sally_garrison@tempe.gov**

An equal opportunity/reasonable accommodation employer