

Event Attendant Senior
City of Tempe / Tempe Center for the Arts

Opening Date: Ongoing

Closing Date: Open until needs are met

Hourly Wage: \$12.50

Work Schedule: Varies; evenings and weekends may be required

This is a Temporary Non-Benefitted position

Experience & Training: One year of work experience in one or more of the following areas: event attendant, theater, hotel, restaurant or other closely related customer service field.

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

Essential Job Functions:

- Assist in the operation of the front of house; understand and participate in all aspects of the TCA front of house operations. Greet guests, tear tickets, assists patrons and give accurate directions
- Actively participates in the safety of patrons, volunteers and staff in the facility. Knows all front of house safety procedures, guidelines and roles including basic first aid, evacuation, 911 protocol, etc.; Completes pre- and post- show safety tour of the facility
- Basic understanding of federal, state and local accessibility guidelines
- Participate in staff and volunteer training of TCA procedures.
- Respond to routine and advanced inquiries and challenges; answer questions and give information regarding the TCA
- May complete a variety of reports; i.e. event reports, incident reports, etc.
- May 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
- Helps to coordinate and supervise the activities of Event Attendants (Ticket Takers) and volunteers
- Directs and assists with set-up and strike of tables and chairs
- Perform related duties as assigned

Applicant Requirement:

Requires successful completion of selection process; completion of 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