

JOB DESCRIPTION – PART TIME GREEN ROOM ATTENDANT



Facility Name:	RIALTO SQUARE THEATRE
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SUMMARY

Green Room Attendants are responsible for taking care of the Artist/Touring member’s food and beverage needs according to pre-arranged rider requests. Suite Attendants provide a premium guest service experience by escalating and/or resolving any issues or special requests made by the artist and their entourage.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Ensures suites are stocked with proper food, beverage, and product before and during the event.
2. Maintains appearance and cleanliness of Green Room/Dressing rooms and foodservice areas during event.
3. Replenishes food and beverage product during events and as requested by artist/their management.
4. Serves food and beverage items in correct proportions, following proper sanitation guidelines.
5. Maintains knowledge of menu items and other venue offerings.
6. Provides excellent customer service at all times.
7. Anticipates needs.
8. Tear down and clean areas post event. Includes returning equipment to the proper storage area.
9. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Must be available to work primarily nights and weekends, and occasionally holidays.
3. Must understand and be respectful of the artist/guests personal space and NOT request photos, autographs and merchandise.
4. Able to use a walkie talkie.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Customer service experience desired.
3. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver’s license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must be able to successfully complete training to be ServSafe certified through the National Restaurant Association.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to deal effectively and courteously with people.

COGNITIVE SKILLS/REASONING ABILITY

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1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.
2. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.
3. The noise level in the work environment is usually moderate.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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