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| FacilityName: | **rialto square theatre – venuworks of joliet, llc.** |

**JOB INFORMATION**

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| JobTitle: | Green Room Attendant | Department: | Operations |
| ReportsTo: |       | FLSAStatus: | Exempt [ ]  Non Exempt [x]  |
| PreparedBy: |       | DatePrepared: |       |
| ApprovedBy: | Angela Bohlen | ApprovedDate: |       |

**SUMMARY**

Green Room Attendants are responsible for providing a premium guest service experience to green room guests in a friendly, professional, and respectful manner; serving food and beverage items according to the applicable catering order and in compliance with all local and state health codes. Attendants will also serve as the first point of onsite contact for green room guests, resolving any issues or special requests. Must be able to work long shifts, including nights and weekends.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Food & Beverage related duties must be carried out in compliance with all local, state, and in-house, policies and codes. Other duties may be assigned.

1. Set up dining and buffet areas per supervisor's instructions. Performs post event clean-up of food service areas.
2. Inventories products; ingredients and catering supplies each day of an event. Ensures the green room and applicable serving areas are stocked with proper food, beverage, and product before and during the event.
3. Maintains appearance and cleanliness of foodservice areas during event. Includes clearing necessary finished or discarded items.
4. Assist with loading and unloading food, tableware, and catering supplies onto and off catering vehicles.
5. Appropriately cleaning and storing chafing dishes, tableware, platters, and equipment after each event.
6. Provides excellent customer service, answering guests' catering-related questions during events and addressing all complaints.
7. Performs other miscellaneous duties as needed/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. Remain eligible for employment upon the completion of a required criminal background screening.
2. This position requires excellent skills in customer relations, communications and problem solving.
3. Must be available to work long shifts (16-18 hours), primarily nights, including weekends, and occasionally holidays.
4. Ability to work independently with strong attention to detail and problem solving abilities.
5. Must be reliable, extremely responsible and have a positive attitude.
6. Must uphold professional discretion where applicable.

**EDUCATION and/or EXPERIENCE**

1. High School diploma, GED or equivalent.
2. Customer service experience required.
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 telephone with a number that can be accessed by building management personnel for business contact purposes.

**LANGUAGE SKILLS**

1. Ability to speak and understand English.
2. Ability to deal effectively and courteously with the general public.

**COGNITIVE SKILLS/REASONING ABILITY**

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; and use hands to finger, handle, or feel.
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.

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| EmployeeSignature: |  |  | Date: |  |