



Title: Patron Services Assistant
Department: Operations
Classification: Part Time Employee
Reports To: Operations and Admin Manager
Prepared Date: March 27, 2023
Rate: \$35/Shift

Summary

Patron Services Assistant is responsible for assisting the Patron Services and Volunteer Coordinator in running the front of house for performances at The Firehouse Theatre. This includes running concessions and pouring alcohol, running box office, and other responsibilities as assigned. Patron Services Assistant has a friendly attitude and is ready to quickly assist patrons.

Principle Duties and Responsibilities

- Concessions
 - Must be, or become, TABC and Food Handler certified.
 - Operate popcorn machine according to guidance.
 - Uphold cleanliness standards and ensure proper sanitation of kitchen spaces, equipment, and tools.
 - Manage cash and digital sales.
 - Safely serve alcohol to patrons and ensure that TABC regulations are followed.
 - Support the daily completion of food safety checklists and participate in maintaining food safety compliance.
 - Follow procedures to ensure that the environment is clean, safe, and in good repair for coworkers and patrons.
 - Assist with maintenance and inventory of concessions.
- Patron Services:
 - Must be, or become, familiar with the theatre's ticketing system.
 - Assist patrons with questions prior to performances via phone and email.
 - Sell door tickets to patrons.
 - Strives to develop excellent relationships with patrons.
 - Perform other event related duties as assigned.
- General:
 - Work quickly and attend to patrons with minimal supervision.
 - Work effectively with others and demonstrate teamwork.
 - Be available for all shows at The Firehouse Theatre
 - Be on time.
 - Work with volunteers and ensure they have a good experience.
 - Assist Patron Services and Volunteer Coordinator or other staff members as needed.
 - Perform end of show cash reconciliation from Box Office and Concessions as assigned.
 - Other duties as assigned by Operations and Admin Manager within the scope of the position.
 - Ensure all opening and closing duties of the theater during events are completed per leadership expectations.
 - Create and support a positive, professional, team-oriented, harassment free work environment by understanding and complying with the company's policies.