



Senior Theatre Worker

Purpose of the role:

Under general supervision, performs a variety of lead supervisory duties in support of the Fred Kavli and Scherr Forum Theatres operations; serves as lead usher during performances; obtains and delivers show information to theatres staff and volunteers; provides customer service to patrons; performs office tasks and special projects in support of the Theatres Department as assigned; and performs related duties as assigned.

Distinguishing Characteristics:

This is the lead level class in the Theatre Worker series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned including providing lead supervision to assigned staff. Employees perform the most difficult and responsible types of duties assigned to classes within this series including handling difficult patron problems. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Assists in overseeing the front-of-house activities at the Fred Kavli and Scherr Forum Theatres for theatrical events; serves as lead usher and schedules and supervises part-time and volunteer ushers and other front-of-house staff.
- Obtains show information from the House Supervisor, technical crew, box office, presenters, and performers; disseminates performance information with parking attendants, housekeeping and building maintenance.
- Performs lead supervisory duties over volunteers working as ushers, host of receptions, artist hospitality, vendors and concessionaires to ensure that a high standard of service to patrons is maintained.
- Supervises lobby sales of souvenirs, programs, and other items; collects revenue for the City.
- Provides clear, accurate and pleasant communications under sometimes stressful situations, always being courteous, patient and friendly to patrons, promoters, performers, presenters, vendors, and co-workers; handles patron problems and ensures patron comfort and enjoyment.
- Performs a variety of general maintenance, clean-up, and repair functions; restocks restroom supplies as necessary; mops up spills; tapes off theatre seats and torn carpet; moves office furniture and equipment and makes minor repairs; picks up paper and sweeps

and washes areas around Civic Arts Plaza buildings.

- Ensures theatre security at the end of shows by closing windows, turning off lights, and locking doors.
- Assists in handling medical emergencies as they arise including providing first aid or CPR/AED services if needed.
- Assist box office staff in correcting ticketing problems.
- Fills out assigned reports including the ticket report and House Manager's report and turns them in at the end of shows; maintains basic records of work performed including timesheets.
- Observes safe working practices, including maintaining storage areas in a safe condition; corrects or reports any safety or fire hazards; reports unauthorized persons and other security problems.
- Assists in putting up and taking down show posters and displays as necessary.
- As assigned, performs general office work, composes routine correspondence, and performs special assignments and projects in support of the House Supervisor and/or Theatre Department; types and proofreads general correspondence, reports, manuals, and memos; answers phones; prepares mailings; files documents and correspondence.
- Provides hospitality for shows sponsored by the Civic Arts Plaza Foundation; works with House Supervisor to purchase food and drinks for performers; replenishes food when necessary; cleans up after productions.
- Individuals in the assignment of Assistant House Supervisor may act in the absence of the House Supervisor.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Principles of lead supervision and training.
- Customer service techniques, practices and principles.
- Sound business communications.
- Office procedures, methods, and equipment including computers.
- Occupational hazards and standard safety practices.

Ability to:

- Lead, organize, and review the work of staff.
- Handle sensitive customer relations situations in a tactful and effective manner, and defuse situations that are highly emotional and volatile.
- Quickly, efficiently and calmly handle a high number of customer interactions in person.
- Use tact, discretion, patience and understanding in dealing with the public.
- Absorb constantly changing information.
- Work a varied schedule including nights, weekends, and holidays.

- Resolve patron problems in a prompt and efficient manner.
- React well in emergency situations.
- Provide hospitality for performers.
- Work independently in the absence of supervision.
- Operate office equipment including computers.
- Learn and apply new information or new skills.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer-Focused
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:

Education:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of customer service experience, including at least one year as an usher.

Licenses; Certificates; Special Requirements:

Some assignments may require a valid Class C California driver's license.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in a theatre setting; stand, sit, walk, reach, twist, turn, kneel, bend, squat, and stoop; use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Theatre and standard office setting; exposure to noise, dust, fumes, gases, potentially hazardous chemicals, electrical energy, and inclement weather conditions including wet and/or humid conditions, frequent interaction with City staff, customers and the general public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: