



Event Staff Job Description Part-Time

SUMMARY

The primary responsibility of this position is to provide guests with a positive impression of Durham Performing Arts Center by offering a superior, guest service experience. This position is expected to work cohesively with all employees of DPAC in order to maintain a superior level of service.

JOB SPECIFICS

- Event Staff will work one of the following positions: Ticket Taker, Usher, Directional Staff. Additional positions could also be in Guest Services or Golf Cart Driver.
- Enthusiastically greet and direct guests while performing assigned tasks (i.e. ticket scanning, directing guests to their seats, providing directions)
- Provide DPAC guests with accurate event and venue information.
- Enforce facility policies and procedures
- Identify and respond to emergencies according to emergency protocols. Involve area Supervisor or House Manager as needed
- Proactively approach guests that may have an issue and/or complaint
- Creatively resolve issues/complaints and involve area Supervisor or House Manager as needed
- Other duties as assigned by management
- Work flexible hours including evenings, weekends and holidays

QUALIFICATIONS AND EXPERIENCE

- High School diploma or equivalent required
- Experience in prior customer service preferred
- Demonstrated strong customer service skills
- Must have a friendly disposition and a smile
- Must be able to stay calm in stressful, fast-paced situations
- Experience dealing effectively with conflict

PHYSICAL REQUIREMENTS

- Ability to navigate a variety of floor surfaces and areas including stairs, escalators, carpet, concrete
- Ability to work in a variety of environments including but not limited to heights, elevators, in darkened corridors, around crowds, loud noise, flashing lights, and haze effects.
- Ability to lift and carry up to 10 pounds.
- Frequent walking, including walking stairs.

YOU'VE GOT TO BE THERE!