



Patron experience team member

Employment Status:	Part-Time, seasonal
FLSA Status:	Non-exempt
Experience Required:	One (1) year working with public, retail, or customer service experience. Experience in performing arts industry preferred.
Minimum Education:	High School diploma or GED
Department:	Patron & Event Services
Direct Supervisor:	Director of Patron & Event Services
Supervisory Responsibility:	Day-of-event guidance of volunteers, vendor service providers, and assigned support personnel
Primary Work Location:	Theatre and office setting
Pay Rate:	\$17-\$19/hour

Position Summary

The Patron experience team member is a part-time, event-based, frontline operational role responsible for on-site execution of approved front-of-house operations during performances and public events. Reporting to the Director of Patron & Event Services and taking direction from the Patron Services Supervisor, this position focuses exclusively on show floor leadership, physical implementation of event setups, patron service delivery, and real-time operational support.

Essential Duties and Responsibilities

The following duties represent show level and operational responsibilities only. Other duties may be assigned.

Event Setup & Readiness

- Physically implements and verifies each event's approved front-of-house setup, including lobby configuration, furniture placement, signage, stanchions, queuing elements, accessibility accommodations, and other event specific needs, in accordance with event plans and venue standards.
- Conducts pre-event walkthroughs of assigned front-of-house areas to confirm readiness, accessibility, and safety prior to doors opening.
- Conducts event strike and reset of patron facing areas following performances using established procedures.

Front-of-House Operations

- Oversee courteous, safe, and efficient front-of-house operations during assigned events in accordance with theatre policies.
- Opens and closes public patron areas as directed, following established event day procedures.
- Sets and communicates curtain timing in coordination with the Patron Services Supervisor and production staff.
- Supervises patron entry and exit procedures, seating flow, ticket taking and counts, donor and VIP access, program distribution, and informational signage to ensure orderly and positive patron experiences.
- Makes pre-show, intermission, and other public announcements as necessary.

Show-Floor Leadership & Service

- Represents the organization's service-focused brand with consistent professionalism and welcoming approach with all patrons.
- Acts as a primary point of contact for patron questions, concerns, and service recovery needs during the event.
- Serves as a visible, approachable, on-site contact for team members, volunteers during events.
- Provides real-time direction and guidance to ushers and vendor team members to support smooth, safe, and welcoming operations.
- Supports accessibility of accommodations and responds to patron access needs in alignment with established policies and procedures.
- Monitors lobby conditions and patron flow during intermissions and dismissals to maintain safety, comfort, and service quality.
- Troubleshoots show-floor front-of-house issues and escalates concerns to the Supervisor as appropriate.

Safety & Emergency Response

- Be aware of, and follow, safety procedures and emergency evacuation protocols.
- Serves as an on-site communication point between ushers, security, ticket office, production staff, artist services, and bar staff during events.

QUALIFICATIONS

- Ability to maintain a positive attitude and calm demeanor in a fast paced, high-volume environment.
- Capable of communicating professionally, positively and enthusiastically with patrons, donors, theatre staff, volunteers, agencies, and other stakeholders.
- Ability to follow established procedures, identifying and troubleshooting issues as they arise.
- Excellent customer service, interpersonal, and verbal communication skills
- Experience in working with the public in a retail or customer service environment, performing arts industry preferred.
- Maintain professional appearance and demeanor.
- Ability to lift and carry up to 50 lbs. occasionally and up to 25 lbs. frequently; frequent and prolonged standing and walking; ability to frequently climb and descend stairs, and bend, stoop, and reach.
- Position requires hearing to accurately understand information at normal spoken word levels and visual observation for reviewing, checking, preparing, and maintaining service areas.
- Evening, weekend, and irregular hours required.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.