

PART TIME CUSTOMER SERVICE – USHER, LOBBY ATTENDANT, AND TICKET TAKER (PARK THEATER)

PURPOSE OF JOB

Employees in this class are under general supervision. This position handles a wide variety of task in serving customer needs during event held at the theater.

EQUIPMENT/JOB LOCATION

- The employee will operate a computer with a variety of software programs, typewriter, fax machine, copier, calculator and other modern office equipment; the employee may use custodial equipment and concession stand equipment
- The employee works mainly in an indoor office and theater environment
- The employee drives a vehicle to sites as needed

ESSENTIAL FUNCTIONS

The following duties are normal for this job. These are not construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Sell and collect admission tickets and passes from patrons at entertainment events
- Greet patrons attending entertainment events
- Examine tickets or passes to verify authenticity, using criteria such as color and date issued
- Guide patrons to exits or provide other instructions or assistance in case of emergency
- Maintain order and ensure adherence to safety rules
- Provide assistance with patrons' special needs, such as helping those with wheelchairs
- Direct patrons to restrooms, concession stands and telephones
- Refuse admittance to undesirable persons or persons without tickets or passes
- Settle seating disputes and help solve other customer concerns
- Assist patrons in finding seats
- Search for lost articles or for parents of lost children
- Count and record number of tickets collected
- Operate concession stands
- Verify credentials of patrons desiring entrance into press-box and permit only authorized persons to enter
- Distribute programs to patrons
- Work with staff to change advertising displays
- Give door checks to patrons who are temporarily leaving theater
- Manage informational kiosk and display of event signs and posters
- Page individuals wanted at the box office

ADDITIONAL EXAMPLES OF WORK PERFORMED

- Assists in preparing set-up for a variety of events
- Works events as assigned
- Performs follow up on a variety of items as required for efficient and effective operation
- Performs other work as necessary
- Evening work is required

REQUIRED KNOWLEDGE AND ABILITIES

- Knowledge of modern office equipment and methods including computer equipment
- Ability to type from rough draft or plain copy with speed and accuracy
- Ability to make arithmetic computations and tabulations accurately and with reasonable speed
- Ability to work independently on moderately difficult or complex clerical tasks
- Knowledge of business English
- Ability to communicate clearly and effectively, orally and written
- Ability to understand and communicate departmental rules, regulations, procedures, and functions to the general public and other employees
- Ability to handle a variety of callers with complaints
- Ability to understand and follow instructions
- Ability to perform a variety of tasks simultaneously or in a rapid succession despite interruptions
- Ability to maintain a high level of discipline and morale
- Ability to establish and maintain an effective working relationship with the public and other employees
- General knowledge and enthusiasm of the arts
- Attention to detail is a must
- Ability to be trustworthy and remain pleasant during challenging situations

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Any combination of training and experience equivalent to:

- High school diploma or equivalent
- Two years' experience in responsible clerical work, box office experience preferred
- Must be able to accurately use keyboard, calculator, and computer
- Experience in the operation of retail food preparation and concession equipment
- Possession of a valid Tennessee operator's license
- Must be able to maintain CPR, First Aid, and AED certifications provided annually by the City of McMinnville
- Must be examined by a city designated physician to make a determination if applicant will be able to perform all essential duties required of this position

(ADA) MINIMUM QUALIFICATIONS OR STANDARD REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines which include a computer, printer, facsimile machine, copy machine, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty-five (25) pounds of force occasionally, and/or up to ten (10) pounds frequently. Physical demand requirements are at levels of those for very sedentary work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to this job. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand basic to complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to this job.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to use mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and use statistical inference.

FORM / SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to this job.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking – expressing or exchanging ideas by means of spoken words). (Hearing – perceiving nature of sounds by ear).

Note: This job description does not constitute an employment agreement between the City of McMinnville and the employee and is subject to change by the employer as the needs of the City and requirements of the job change. The City of McMinnville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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