

City of Sugar Hill

Title: Venue Assistant – Eagle Theatre
Status: Part Time Position
Reports To: Manager of Events & Cultural Programming

Job Summary

This part-time position is responsible for providing customer service to the public and renters of the Eagle Theatre. Daily tasks require providing general information to the public and third-party groups while overseeing events in the Eagle Theatre and on occasion other city-operated spaces. This position requires primarily evening and weekend shifts.

Major Duties

- Supervises and enforces theatre policies and procedures during third party rentals.
- Oversees facility use and occupancy during evening and weekend hours independently.
- Prioritizes exemplary, positive communication skills via email, over the phone and in person regarding ticketing services, hours of operation, facility uses and availability.
- Proficient in various ticketing systems, volunteer databases, Microsoft suite, Square, various social media platforms and other applications.
- Create and maintain reports of tickets, concessions, rental payments and other necessary information.
- Assisting in the execution of city-sponsored events and programming.

Qualifications

- Attention to detail.
- Strong written and verbal skills.
- Prioritizes problem solving and working independently.
- Customer service experience, preferably in the ticketing, entertainment, non-profit arts or hospitality industries.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers.
- Trained using computer software programs including point of sale systems, ticketing systems and Microsoft Word, Excel and Outlook and Teams.
- Highly motivated self-starter, a hard worker with a high energy level; willingness to work hands-on in assisting customers and staff.
- Knowledge of basic cash handling procedures, and fiscal responsibility, including PCI compliance.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting; a true team player.

- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work a flexible schedule including daytime, evenings and weekends.
- Passion for and/or experience in the performing arts.

Complexity/Scope of Work

Successful performance contributes to the promotion of the city’s brand image, events, programs and initiatives. Employee must be able to give and exchange information, motivate persons, negotiate matters, solve problems and provide services.

Physical Demands/Work Environment

The work environment is typically performed intermittently sitting, standing, stooping, bending, crouching or walking. The employee occasionally lifts light to heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity and distinguishes between shades of color and utilizes the sense of smell. The work is typically performed in an office and outdoors, occasionally in hot/cold weather.

Minimum Qualifications

Knowledge and level of competency commonly associated with a high school diploma, with action to complete a degree in a course of study related to the hospitality, events, public relations, business or related field.

Experience to sufficiently and thoroughly understand the work of all community and special event positions and be able to answer related questions and resolve problems, usually associated with one (1) year of experience or service.

Possession of a valid driver’s license issued by the State of Georgia.

Ability to successfully pass a criminal background check and drug screening.

Acknowledgement and Acceptance of Job Description

Employee Date

Department Head Date

City Clerk Date

City Manager Date