

## **Theatre Customer Service Specialist (Lobby and Concessions Specialist)**

### **General Duties**

Provide service to patrons and members in a cashier/concession/ticket booth position. Gain and maintain knowledge of The Loft's programming, mission and history. General duties include serving customers at the box office, the concession counter, general cleaning of all theatre space as assigned or requested, and providing friendly and professional customer service at all times. Must be able to obtain state certification according to Arizona Liquor Laws.

This position includes working late nights, weekends and holidays. Some job duties may be performed venues other than The Loft Cinema, including outdoor venues. Customer service requirements for this job include friendliness, prompt attention to patron, member and team member needs, and the ability to engage in membership sales.

*The Arizona Liquor Department considers The Loft concessions a bar, therefore only persons 19-years or older are eligible to apply for this position.*

*The Loft Cinema is a mandatory COVID vaccine work environment.*

### **Essential Job Duties**

- Greet customers, patrons, or visitors.
- Sell memberships, products or services.
- Provide information to patrons.
- Prepare operational reports or records.
- Clean work areas or facilities.
- Mediate disputes.
- Resolve customer concerns, complaints or problems.
- Maintain supply or equipment inventories.
- Verify patron or staff credentials.
- Assist individuals with special needs.
- Usher patrons to seats or exits.
- Provide patrons with directions to locales or attractions.
- Monitor environment to ensure safety.

### **Abilities**

**Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers at the concessions stand and ticket booth, and receiving clients or guests.

**Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

**Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting

changes in circumstances or events.

**Communicating with Supervisors, Peers, or Volunteers** — Providing information to supervisors, co-workers, and volunteers by telephone, in written form, e-mail, or in person.

**Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.

**Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

**Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

## **Skills**

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Service Orientation** — Actively looking for ways to help people.

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Coordination** — Adjusting actions in relation to others' actions.

## **Knowledge**

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and retail services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote protection of people, data, property, and institutions.

**Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

## **Education and Certification Requirements**

- High School Diploma or GED, (some higher education preferred, College level coursework)

- Current Arizona drivers license or ID

To become certified under Arizona liquor law requirements: (from [azliquor.gov](http://azliquor.gov))

### **Experience Requirements**

- Knowledge of, and ability to calculate basic math for ticket and concessions sales
- Knowledge of, or direct experience in customer service roles
- Knowledge of, or direct experience working in a commercial or retail environment

### **Physical Requirements**

Persons in this job must be able to perform the following physical tasks:

- Bend and stoop, for cleaning premises, and stocking shelves and supplies
- Climb stairs to access theatre storage areas, theatre spaces
- Carry and control items ranging from paper supplies to kegs of beer
- Stand behind a counter for extended periods of time, while providing service to patrons and members
- Walk across uneven or mismatched surfaces and pavement, such as crossing between theatre buildings, or outdoor/off-site venues
- Interact with members of the public, team members and management, in-person while on duty