

**Theatre Customer Service Specialist (Lobby and Concessions Specialist)
Loft Cinema, Inc.**

Starting Wage: \$14 per hour

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.
- 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.

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)

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.