



Esperanza Arts Center

Position: Guest Services Associate	Department: Esperanza Arts Center
Reports to: Box Office Manager, Senior Vice President	FLSA Status: Exempt [\$12/hour]
Revised: December 2020	Classification: Part-Time/Per-Diem (EAC Mentor Fellow Program)

Position Summary

Esperanza is a faith-based organization committed to strengthening the Hispanic community through a variety of programs and services, focused primarily on community development, capacity building, workforce development; education; and advocacy. Through our work, we strive to follow the biblical mandate to serve “the least of these” by equipping and empowering Hispanic communities for advancement. To carry out our mission successfully, we rely on a diverse and talented group of individuals united by a common commitment to the core values of *faith, integrity, and excellence*.

Guided by these core values **Esperanza Arts Center** will touch the lives of, and foster positive social change in, the Hunting Park neighborhood and the Latino community through the arts. We offer an exciting, dynamic, and rewarding work environment where we commit to fostering the professional development of our staff and value the contributions of each team member.

An integral part of the Esperanza Arts Center team, Guest Service Associates under the Mentor Fellow program provide exceptional customer service to all patrons, visitors, and guests at Esperanza Arts Center’s performance venues. This highly visible position creates and maintains a customer-friendly welcoming environment. Guest Services Associates greet, provide directions and seating assistance, and maintain the safety of all guests and visitors. As the first line of interaction with our Guests, the Guest Services Associates are responsible for managing will call pickups, processing ticket orders, collecting tickets and passes, showing Guests to their seats, handing out playbills, stuffing programs, searching for lost articles, and providing Guests with directions.

Mentor-Fellows gain on-the-job training from accomplished industry professionals by assisting in all facets of box office operations, patron services, and front of house management. Fellows who have successfully worked through the Esperanza Arts Center Mentor Fellow program will be offered opportunities to work in training programs, internships, and entry-level positions at venues throughout the Philadelphia region.

Esperanza Arts Center programs represent diverse traditions, disciplines, and backgrounds, and take place in performance, recording, broadcast, and presentation spaces ranging from 100 to 800-seats. You are part of a team whose goal is to ensure a positive, professional, memorable, and meaningful experience for all guests through exemplary, well-managed productions and well-maintained facilities.

Essential Functions

- Handles day-of ticket and concessions sales using the Teatro's online system;
- Processes ticket exchanges and gift certificate orders;
- Distributes Will Call and complimentary tickets to donors, sponsors, and special guests;
- Folds and stuffs playbills with marketing materials and/or program information;
- Answers questions about programs, Teatro Esperanza, EAC, and Esperanza;
- Greets visitors and directs patrons to their seats;
- Enforces house rules;
- Presents a calm demeanor that deters people from engaging in disruptive conduct while encouraging positive interaction with guests;
- Oversees an assigned area, inspecting cleanliness and maintaining proper seating arrangements;
- Provides assistance with Guests' special needs, including helping those with wheelchairs and Assisting Listening Devices;
- Guides Guests to exits or provides other instructions or assistance in case of emergency or evacuation;
- Settles seating disputes or helps resolve other Guest concerns;
- Searches for lost articles;
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Understanding of Esperanza's mission, goals, and objectives and ability to work independently with a high level of energy and contribute as part of a larger team;
- Personal qualities of integrity, credibility, and a commitment to and passion for Esperanza's mission;
- Interest in the performing arts representing a wide spectrum of cultures;
- Proven ability to consistently work well with others, demonstrating at all times respect for diverse constituencies and within the cultural and arts landscape of Hunting Park, the Philadelphia region, and beyond;
- Exemplary communication skills and mature demeanor, exhibiting a high degree of comfort working with K-12 children and their families, and audiences of diverse backgrounds;
- Proven ability to consistently work well with others, demonstrating at all times respect for diverse constituencies and within the cultural and arts landscape of Hunting Park, the Philadelphia region, and beyond;

- Fluency in Spanish and English preferred;

Minimum Education

High School and College students.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a. While performing the duties of this job, the employee will frequently stand; climb; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl.
- b. The employee must lift and/or move up to 30 pounds, push/pull, and lift tables, chairs, boxes, and temporary/mobile signage.
- c. Operate standard office equipment; frequent keyboarding; frequent desktop computer work.
- d. Specific vision abilities required by the job include frequent reading in dim light, and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a. Noise level in the work environment is usually moderate, certain performances may create loud sounds during the event.
- b. Theatrical visual effects (e.g. flashing/strobe lights, fog/haze) may be part of staged productions.
- c. Work is primarily indoors, with occasional outdoor productions.
- d. Must work non-traditional hours based on performance schedule needs.
- e. Dress code: black/dark blue collared shirts with no logos/inappropriate language, and long pants without holes/frays.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand the above job description.

Printed Name

Date

Signature