

JOB DESCRIPTION

Job Title: Aisle Assistant
Date Prepared: August 2023
Department: House Staff
Reports To: Direct Aisle Captain or House Manager
Employment Status: Part-Time, Paid Position

Position Overview:

The VETS is looking for enthusiastic, dynamic ambassadors to join our highly skilled Front of House (FOH) department as Aisle Assistants. The ideal candidates for this paid position will have exceptional customer service skills, be proactive problem solvers and effective communicators. Our Aisle Assistants are essential to the successful running of our FOH operation by ensuring our patrons have the very best experience possible.

Commitment Requirement:

- Aisle Assistants are required to work an average of 60% of the events at VETS.
- The average paid shift for an Aisle Assistant is 3 hours or through the end of Intermission.
- You must be willing and able to work for a variety of shows including various types of concerts, children's productions, comedy shows and community events.

Essential Duties and Responsibilities:

- Enthusiastically greet and direct patrons while performing in your assigned area.
- Provide VETS patrons with accurate event and venue information. - Enforce facility policies and procedures.
- Provide patrons with programs and other relevant materials.
- Identify and respond to emergencies according to emergency protocols. Involve area Aisle Captain or House Manager.
- Proactively approach patrons that may have an issue and/or complaint - Creatively resolve issues/complaints and involve area Aisle Captain or House Manager.
- Work flexible hours including evenings, weekends, and holidays.

Skills and Abilities Required:

- You must be 18 years or older.
- You must be a US Citizen, or hold a current work visa, student visa, or green card.
- You must possess good communication and interpersonal skills.
- You must understand and meet the physical requirements of the position. These include but are not limited to climbing up and down stairs, assisting patrons in wheelchairs when needed, standing for long periods of time, and having the ability to work different positions within the theatre.
- Many aspects of the work we do will require a high level of physical activity. These requirements exist specifically for your safety.
- You must have access to and the capability to use a computer or a smartphone. You will register for events online. Without access to a computer, you will not be able to register for events.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.