

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Usher
Positions are hired on a per-event basis

JOB SUMMARY:

Ushers play an essential role in the operation of The Performing Arts Education Centers, as they are the front-line goodwill ambassadors for patrons and clients. For this position, excellent customer service skills are essential. Ushers must be team players, self-motivated, able to work in crowds and in a stressful, fast-paced environment.

DUTIES

Ushers report directly to the Event Coordinator and/or Lead Usher and are responsible for:

- Greeting patrons and clients
- Reading and understanding printed tickets
- Assisting patrons to their seats
- Operating iPod-based Vendini Ticket Scanners
- Communicating clearly and effectively in order to provide information and direction to patrons about the theatre in general

Ushers should have knowledge of:

- ADA Assisted Listening Devices, as well as other theatrical equipment and communications systems.

Ushers must be able to stand on their feet for long periods of time as well as be able to lift up to 25 lbs. Typical shifts include nights, weekends, and holidays.

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Parking Attendant
Positions are hired on a per-event basis

JOB SUMMARY:

Parking Attendants play an essential role in the operation of The Performing Arts Education Centers, as they are the first point of contact for our patrons at our facility. For this position, excellent customer service skills are required. Parking Attendants must be responsible team players, self-motivated, and able to make clear decisions while working with crowds in a stressful, fast-paced environment.

DUTIES

Parking Attendants report directly to the Lead Parking Attendant and/or Event Coordinator and are responsible for:

- Providing parking instructions, guidance and assistance to patrons as they arrive
- Allow or disallow access to certain parking lots or parking spaces
- Provide patrons with directions and other facility information
- Deal with comments and complaints in a prompt, professional and friendly manner

QUALIFICATIONS

Parking attendants must be:

- Able to stand on their feet for long periods of time
- Able to lift up to 25 lbs.
- Able to work nights, weekends and holidays

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Lead Usher
Positions are hired on a per-event basis

JOB SUMMARY:

Lead Ushers play an essential role in the operation of The Performing Arts Education Centers, as they are the front-line goodwill ambassadors for patrons and clients. For this position, excellent customer service skills are essential. Ushers must be team players, self-motivated, able to work in crowds and in a stressful, fast-paced environment.

DUTIES

Lead Ushers report directly to the Theatre Manager and/or Event Coordinator and are responsible for:

- Coordinating a small team of ushers to manage the flow of patrons into or out of the audience chamber
- Greeting patrons and clients
- "Stuffing" programs with inserts to indicate last minute changes in casting or programming
- Reading and understanding printed tickets
- Assisting patrons to their seats
- Operating iPod-based Vendini Ticket Scanners
- Communicating clearly and effectively in order to provide information and direction to patrons about the theatre in general

Lead Ushers should have knowledge of:

- ADA Assisted Listening Devices, as well as other theatrical equipment and communications systems.

Lead Ushers must be able to stand on their feet for long periods of time as well as be able to lift up to 25 lbs. Typical shifts include nights, weekends, and holidays.

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Lead Parking Attendant
Positions are hired on a per-event basis

JOB SUMMARY:

Lead Parking Attendants play an essential role in the operation of The Performing Arts Education Centers, as they are the first point of contact for our patrons at our facility. For this position, excellent customer service skills are required. Parking Attendants must be responsible team players, self-motivated, and able to make clear decisions while working with crowds in a stressful, fast-paced environment.

DUTIES

Lead Parking Attendants report directly to the Theatre Manager and/or Event Coordinator and are responsible for:

- Coordinating a small team of parking attendants
- Communicating with the Theatre Manager and/or Event Coordinator via walkie-talkie
- Receiving payments, issuing receipts, and accounting for monies received
- Providing parking instructions, guidance and assistance to patrons as they arrive
- Allow or disallow access to certain parking lots or parking spaces
- Provide patrons with directions and other facility information
- Deal with comments and complaints in a prompt, professional and friendly manner

QUALIFICATIONS

Lead Parking attendants must be:

- Able to stand on their feet for long periods of time
- Able to lift up to 25 lbs.
- Able to work nights, weekends and holidays

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Concessions
Positions are hired on a per-event basis

JOB SUMMARY:

Concessions staff play an essential role in the representation and operation of The Performing Arts Education Centers, as they provide patrons and clients with an excellent customer service experience at our events. Concessions Services Representatives must be team players, self-motivated, and able to handle monetary transactions while working in a crowded, stressful and fast-paced environment.

DUTIES

Concessions staff report directly to the Lead Concessions staff-person and/or the Event Coordinator and are responsible for:

- Providing patrons and clients a positive first impression of our theatre by offering excellence in customer service
- Correctly operating the computer cash and credit/debit card system
- Familiarity with Point-of-Sale cash and credit card transactions as well as the ability to troubleshoot problems with an individual's credit or debit card
- Responsibly and accurately monitoring and handling cash transactions and cash accounting
- Restocking materials and supplies
- Effectively communicating with patrons in order to locate and deliver concession items
- Familiarity with our facilities in order to provide patrons with information and direction
- Assist with miscellaneous projects in the lobbies as directed

Concessions staff must be able to stand on their feet for long periods of time as well as be able to lift up to 30 lbs. Typical shifts include nights, weekends, and holidays.

The Performing Arts Education Centers of Las Virgenes
Located on the campuses of Agoura and Calabasas High Schools
Box Office
Positions are hired on a per-event basis

JOB SUMMARY:

Box Office staff play an essential role in the operation of The Performing Arts Education Centers, as they provide patrons and clients with accurate event information and assist them with purchasing and picking up tickets to our events. This position requires excellent customer service skills. Ticket Services Representatives must be team players, self-motivated, able to work in crowds and in a stressful, fast-paced environment.

DUTIES

Ticket Service Representatives report directly to Lead Box Office Staff and/or the Event Coordinator and are responsible for:

- Providing patrons and clients a positive first impression of our theatre by offering excellence in customer service
- Correctly operating the Vendini computer ticketing system to sell tickets to PAEC events
- Familiarity with Point-of-Sale credit card transactions and the ability to troubleshoot potential problems with an individual's credit or debit card
- Responsibly and accurately monitoring and handling cash transactions and cash accounting
- Effectively communicating with patrons in order to locate and deliver will-call/guest tickets
- Communicating clearly and effectively in person and over the phone to provide information and direction to patrons about the theatre in general
- Assist with miscellaneous box office projects as directed

Box Office staff must be able to stand on their feet for long periods of time as well as be able to lift up to 25 lbs. Typical shifts include nights, weekends, and holidays.

The Performing Arts Education Centers of Las Virgenes
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Lead Box Office
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Lead Box Office staff play an essential role in the operation of The Performing Arts Education Centers, as they provide patrons and clients with accurate event information and assist them with purchasing and picking up tickets to our events. This position requires excellent customer service skills. Ticket Services Representatives must be team players, self-motivated, able to work in crowds and in a stressful, fast-paced environment.

DUTIES

Lead Box Office staff report directly to the Theatre Manager and/or Event Coordinator and are responsible for:

- Troubleshooting and correcting ticketing issues and all other box office related patron complaints.
- Providing patrons and clients a positive first impression of our theatre by offering excellence in customer service
- Correctly operating the Vendini computer ticketing system to sell tickets to PAEC events
- Familiarity with Point-of-Sale credit card transactions and the ability to troubleshoot potential problems with an individual's credit or debit card
- Responsibly and accurately monitoring and handling cash transactions and cash accounting
- Effectively communicating with patrons in order to locate and deliver will-call/guest tickets
- Communicating clearly and effectively in person and over the phone to provide information and direction to patrons about the theatre in general
- Assist with miscellaneous box office projects as directed

Lead Box Office staff must be able to stand on their feet for long periods of time as well as be able to lift up to 25 lbs. Typical shifts include nights, weekends, and holidays.

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Lead Concessions
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JOB SUMMARY:

Lead Concessions staff play an essential role in the representation and operation of The Performing Arts Education Centers, as they provide patrons and clients with an excellent customer service experience at our events. Concessions Services Representatives must be team players, self-motivated, and able to handle monetary transactions while working in a crowded, stressful and fast-paced environment.

DUTIES

Lead Concessions staff report directly to the Theatre Manager and/or Event Coordinator and are responsible for:

- Set-up concessions area prior to events
- Cleanup and restocking following events
- Providing patrons and clients a positive first impression of our theatre by offering excellence in customer service
- Correctly operating the computer cash and credit/debit card system
- Familiarity with Point-of-Sale cash and credit card transactions as well as the ability to troubleshoot problems with an individual's credit or debit card
- Responsibly and accurately monitoring and handling cash transactions and cash accounting
- Restocking materials and supplies
- Effectively communicating with patrons in order to locate and deliver concession items
- Familiarity with our facilities in order to provide patrons with information and direction
- Assist with miscellaneous projects in the lobbies as directed

Lead Concessions staff must be able to stand on their feet for long periods of time as well as be able to lift up to 30 lbs. Typical shifts include nights, weekends, and holidays.