

## **Embassy Theatre Foundation, Inc.**

### **Job Description**

**Job title:** House Services Coordinator  
**Reports to:** House Services Director  
**Classification:** Non-exempt, part-time and full-time  
**Salary range:** Starting at \$12 per hour

#### **General description:**

This position is responsible for working events and shows at the Embassy and also working in the Embassy box office. This position requires an experienced organizer with exceptional customer service skills. This person is many times the first, if not only, contact with the client, vendors and patrons at an event and is expected to be courteous and pleasant at all times and remain calm under pressure. This position requires evening and weekend hours.

#### **Duties and responsibilities:**

- Manages events in the various rental spaces of the building, as scheduled. Also manages tasks in the box office, as scheduled.
- Serves as liaison between clients, vendors and guests/patrons on event-related matters during scheduled events.
- Ensures events run according to timeline and adjusts details as needed.
- Learns all aspects of the TicketMaster program and handles ticket sales, including walk-up, Will Call and member phone orders.
- Manages cash drawer, assists with closing out, balancing and completing end of show reports.
- Performs and displays excellent customer service skills when scheduled to work box office, a special event or theater event either as house manager or support staff. Takes direction/supervision from other lead staffers, depending on work assignment/location.
- Provides timely feedback/communications regarding event oversight and management, and proposes new ideas to improve the event planning and implementation process.
- Able to lift up to 50 lbs.
- Adheres to the Embassy mission, which is to enrich the cultural life of the region by providing a wide range of arts and entertainment experiences in a historic venue, and to its values, which are stewardship, excellence and diversity, inclusion and community.
- Performs other duties and responsibilities as assigned.

#### **Education and/or experience**

High school diploma or GED and at least two years related experience preferred. Must be able to work with a team as well as independently, be an excellent communicator and able to handle multiple tasks.