

Glendale Arts Job Description

Job Title:	FLOOR SUPERVISOR
Department:	Alex Theatre – Front of House
Reports To:	Event Services Manager, House Manager
Subordinates:	Theatre Volunteers
FLSA Status:	Non-Exempt
Wage Range:	\$10.00 to \$13.46 per hour
Classification:	On-Call

Position Summary:

The Floor Supervisor reports to the Events Services Manager and/or House Manager and is responsible for supervising all front-of-house activities within their assigned work area during events.

Supervisory Responsibilities:

The Floor Supervisor assists with the supervision of Volunteer Ushers and Ticket Takers. Responsibilities include training volunteers; assigning and directing volunteer work; appraising volunteer performance; resolving patron complaints. The Floor Supervisor carries out supervisory responsibilities in accordance with Glendale Arts policies and procedures and applicable federal and California state laws.

Essential Functions and Responsibilities:

- Assists with the supervision of the front-of-house volunteer staff.
- Delegates duties to the front-of-house volunteer staff to ensure proper staffing coverage before, during, and after events.
- Ensures that the front-of-house volunteer staff provides quality customer service.
- Ensures, that all patrons sit in their assigned seats if appropriate, and that all doors are closed prior to house lights dimming and the start of an event.
- Ensures that no food or drink is brought into the theatre auditorium.
- Responds to and resolves patron complaints involving tickets, seating, and other related issues.
- Ensures that the front-of-house volunteer staff holds latecomers for an appropriate moment in an event to be seated.
- Ensures that rental users and patrons follow theatre event and safety policies and that all fire codes are strictly enforced.
- Provides direction to the front-of-house volunteer staff and patrons in the event of an emergency.
- Immediately reports any malfunctions or safety issues that may exist in the theatre auditorium or lobby areas to their supervisor.
- Performs other related duties as required.

Job Requirements and Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- High School diploma or General Educational Development (GED) equivalency required.
- Previous experience working with the public in a customer service environment.
- Some supervisory experience preferred.

Knowledge and Skills

- Excellent communication and customer service skills.
- Problem solving skills, including the ability to maintain composure under sometimes stressful environments.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.
- Excellent customer service skills.
- A team player who is able to work well with others.
- Fluency in a second language is preferred but not required (Armenian and/or Spanish particularly desirable).

Other

- Must have the ability to work a flexible schedule, including evenings, weekends, and some holidays.

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.

While performing the duties of this job, the Floor Supervisor is regularly required to use hands to finger, handle, or feel; reach with hands and arms, talk and hear. The employee is frequently required to stand for long periods of time, climb and descend narrow stairs in dim lighting conditions, and to sit, stoop, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus and to see in dim lighting environments. The employee will regularly use a two-way radio handset or headset.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the Floor Supervisor is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate, but is occasionally loud.