

Job Title: Security Attendant

Employment Status: Regular Part Time

Number of Direct Reports: Non Applicable

Date job description was created/revised: April 2016

The New Hazlett Theater is a non-profit performing arts facility, with a mission to provide a nurturing, collaborative environment for artists, leveraging people, space and technology to create and present challenging and dynamic art. Events include theater, dance, performance art, music, spoken word performances, and community events, among other programming options. Theater offerings appeal to children, families, and adult audiences. We welcome approximately 26,000 guests each year.

General Overview:

The Security Attendant is on-site for all events to which the general public is invited. This part-time position performs rounds and provides directions and parking assistance, ensuring that the experience of each renting client and theater patron is safe and pleasant. The Security Attendant makes him/herself and other staff members aware of any irregularities inside or outside the building during each shift. The Security Attendant may work in conjunction with other hired Security personnel (ie: off-duty police officers).

Security Attendants report to the Venue and Hospitality Coordinator, but must also work closely and coordinate with all staff, including the Executive Director, Director of Programming, Technical Director, Assistant Technical Director, Programming and Outreach Manager, and Administrative Associate.

Essential Duties & Responsibilities:

- Security: This position performs security rounds throughout the building (basement, backstage, and rehearsal room) and outdoors (parking and loading dock areas) to ensure personnel and patrons are in the appropriate locations, and notifies other staff of any irregularities via radio. The Security Guard also maintains a presence in the lobby during intermission.
- Parking: This position becomes familiar with the specific parking provided for each performance, including securing any private parking facilities used during that event. The Security Attendant reserves handicapped and other spaces as directed, and assists patrons in finding parking as needed.
- Safety: This position maintains a safe and clean outside space, which may include cleaning litter from the exterior grounds, steps and ramp of the Theater, shoveling snow, or spreading salt when necessary. Security Attendants also assist the House Manager with refuse removal.
- The Security Attendant serves as an ambassador, greeting neighbors in a way that represents the theater as a friendly and engaged member of the community. This may include providing patrons with directions and answering questions about the venue.
- The Security Attendant is aware of and prepared to execute emergency procedures at all times.
- This position works with the House Manager and technical personnel ensure that all doors are locked and secured, and that the building alarm is engaged prior to exit.

Job Requirements:

Educational Requirements:

- **Minimum Education Required:** High School Diploma
- **Preferred Education:** Associate's Degree

Experience:

Minimum Experience:

- 2 years of prior experience in security, OR
- 2 years of work experience in a position focusing on customer satisfaction

Preferred Experience:

- Experience with theater/performance practices
- Experience working with a wide range of clientele
- Experience high volume service settings

Knowledge, Skills & Abilities:

- Strong organizational and time management skills with the ability to multitask and reprioritize
- Strong interpersonal skills
- Ability to communicate with a broad range of audience members
- Problem-solving abilities are necessary. Able to quickly identify and provide recommendations on issues

Language Requirements, other than English: Not Applicable

Licenses or Certifications: CPR / First Aid training will be provided annually if needed.

Travel Requirements: Not Applicable

Physical, mental demands and working conditions

- An employee in this position works in a theater environment and outdoors.
- The position frequently requires the employee to communicate well with others both inside and outside the theater.
- The employee must be able to understand, interpret and analyze data, solve problems, concentrate, research, use available technological resources and systems (e.g. cash register, computer programs), multi-task, prioritize, and meet multiple individuals to complete essential tasks.
- An employee in this position is frequently required to move throughout the workplace, sit, stand and walk, use hands and fingers to hold objects, tools or controls, possess fine motor skills (e.g., to write and operate a radio), possess gross motor skills (e.g., to carry items), reach with hands and arms, climb stairs and ladders, balance, stoop, kneel crouch or crawl, communicate effectively, and see, talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The New Hazlett Theater is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Employment may be contingent upon your successful completion of a professional, educational and criminal background check. At the time of employment, you must also present documentation indicating that you are legally authorized to work in the United States.

TO APPLY: Send resume with cover letter, salary history, and three professional references to Emma DeFrance, Venue and Hospitality Manager, via email to emma@newhazletttheater.org. No phone calls please. No relocation expenses provided.