



Audience Services Associate(s)

Part-Time, At-Will Position with varying schedule

\$22.00 an hour

The Simi Valley Cultural Arts Center is seeking candidates for the position of Audience Services Associate. Depending on the applications received, the Cultural Arts Center may hire more than one candidate to cover our ongoing scheduling needs.

Position Description:

The Audience Services Associate at the Simi Valley Cultural Arts Center plays a crucial role in ensuring the smooth operation of events and maintaining a high standard of customer service. Working independently under the supervision of Cultural Arts Center staff, the Audience Services Associate provides Front of House supervision during performances while providing guidance and training to our volunteer Ambassador ushers. Ambassador duties that the Audience Services Associate trains and oversees include performance check-in process, effective welcoming of patrons to the Center, and concessions sales. Additionally, the Audience Services Associate plays a vital role in implementing organizational policies and procedures, helping to ensure a welcoming and respectful atmosphere for both volunteers and patrons alike.

Job requirements and skills for this position include:

- **Availability to work flexible hours including evenings, weekends, and possible holidays**
- **Regular and consistent attendance**
- **An energetic, outgoing and friendly attitude**
- **Provide excellent Guest services**
- **Accurate cash handling and basic math skills**
- **Interpersonal skills including the ability to communicate (verbal and written) with all ages, genders, and personalities**
- **Complete a Safe Alcohol Service training program (may complete after hire)**
- **Assist with maintaining a clean theater**
- **Assist with closing procedures**
- **Stock the concessions stand prior to events**
- **Oversee Concessions sales**
- **Coordinate performance volunteer position assignments**

- **Assist volunteers during check-in process of patrons**
- **Ability to work both in a team environment and independently**
- **Ability to take and follow direction**
- **Excellent time management and organizational skills, and attention to detail**
- **Ability to train and lead others**
- **Ability to resolve conflicts in a friendly, non-threatening manner**
- **Must be over 21 years of age**
- **Ability to lift 15-25 lbs. and walk up and down a full flight of stairs**
- **Assist with set up and/or break down of tables and chairs during DownStage Events**
- **Other duties as assigned**

Given the as-needed scheduling nature of the position, flexibility and adaptability are essential qualities for a successful Audience Services Associate. Reporting to the Assistant Manager, the Audience Services Associate acts as a key liaison between facility operations, volunteers, rental companies utilizing the Simi Valley Cultural Arts Center, and patrons and helps facilitate the overall success of events at the Cultural Arts Center. This role offers a unique opportunity to contribute to the cultural enrichment of the community while fostering a positive and inclusive environment within the Cultural Arts Center.

This is a Part-Time, At-Will contractor position and will receive a 1099-NEC for tax purposes on all wages paid. Pay rate is \$22/Hr. and does not include benefits package. This is NOT a City of Simi Valley employment position.

The Audience Services Associate position is open until filled. All applicants must provide a resume and two references.

To apply, please fill out this online job application form:

<https://form.jotform.com/svcacyap/theater-associate-job-application-f>

If you have any questions, please contact Sandee McGee at 805-583-7901 or email smcgee@simivalley.org.