

CITY OF TEMPE

Part-time Employment Opportunity



Community Services Department • Arts & Culture Division • 700 W Rio Salado Parkway • 480-350-2765 • TDD (480) 350-8400
www.tempecenterforthearts.com

TCA Experience Team: Level I - Ambassador

City of Tempe / Tempe Center for the Arts

Opening Date: Ongoing

Closing Date: Open until positions are filled. Next review of applications on September 7, 2021

Hourly Wage: \$14.00

Work Schedule: Varies, not to exceed 19.5 hours per week; evenings and weekends may be required.

This is a Temporary Non-Benefited position

Tempe Center for the Arts is a stunning multi-venue arts center that presents unique performing and visual arts and hosts a variety of corporate and social events. Staff members and volunteers at all levels create a warm and friendly environment for diverse audiences to engage with the arts.

The TCA Experience Team works as a cohesive unit to build audience loyalty through phenomenal customer service and foster meaningful arts experiences for all who enter. Whether selling tickets, greeting gallery visitors, escorting guests to their seats, or pouring a beverage in the Lounge, the Experience Team ensures everyone attending an event at TCA has an exceptional experience from start to finish.

Experience & Training: No prior work or volunteer experience is required, but experience in one or more of the following areas is highly desirable: event attendant, theater, hotel, restaurant, or other closely related customer service field. Training or coursework in customer service or other related fields are helpful.

Essential Job Functions:

- Ensure that patrons and visitors have a positive first impression and a welcoming, and inclusive experience at the TCA and division-wide events.
- Actively participate in the safety of patrons, volunteers, visitors, and staff in the facility. Understand guidelines and role in Experience Team safety procedures including basic first aid, accessibility guidelines, evacuation, 911 protocol, ADA standards, etc.
- Provide information about the facility and events; resolve basic challenges and complaints of patrons or visitors; inform the manager on duty of advanced challenges.
- Regularly attend Experience Team staff meetings.
- Participate in regular training in first aid and emergency evacuation procedures.
- Ability to assist in set up an event/show based on an event diagram and notes.
- Assist in the tear-down of an event (may include simultaneous events).
- Periodically support the Arts and Culture division during offsite events.
- Must be able to: reach, bend, stoop, and lift up to 30 pounds; communicate clearly and effectively; work in a standing or sitting position for up to seven hours; work in a fast-paced

environment; follow directions and ask questions for clarification when needed; demonstrate effective organizational skills and initiative.

- Perform other duties as assigned by TCA and Arts & Culture team members.

Experience Team Associate Opportunities:

TCA Experience Team Ambassadors are an entry-level position within the Experience Team, which consists of Audience Services, Lounge, Box Office and Gallery areas. Ambassadors will gain a deeper understanding of TCA through cross-departmental training, working in all areas and performing all Level I duties.

When assigned to Audience Services:

- Log and distribute keys, radios, iPads, etc.
- Ensure all visitors sign in and notify appropriate staff members of guest/client arrivals.
- Follow protocol to assist visitors who do not have scheduled appointments.
- Greet guests, performers, production team members, clients, and staff; have performers and outside production team members sign in as needed.
- Answer phones and general inquiries.
- Maintain Lost and Found items and log.
- Perform front-of-house duties including providing assistance to patrons with disabilities, stuffing programs, prepping seating areas, stocking Coat Check, responding to patron requests, and other duties as assigned.
- Greet guests and assist patrons by giving accurate directions to areas within the venue.
- Tear tickets and direct patrons to seats, following protocols set for each performance/event.
- Respond to routine inquiries answer questions and give information regarding the TCA; respond to and/or report patron complaints; inform manager on duty, Patron and Client Services Coordinator and/or TCA General Manager of challenges with patrons, staff and facility;
- Event Set-up

When assigned to The Gallery:

- Provide information about the exhibitions and artworks; answer questions about events, programs, architecture and things to do in Tempe.
- Perform a variety of daily tasks including taking attendance, monitoring patrons, conducting surveys, and basic cleaning and security of displays and Gallery space..
- Work during Gallery public hours and during some special events and programs as needed.
- Regularly participate in Gallery exhibition information and trainings as assigned.

Applicant Requirement: Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization. When applying, please include the Tempe part-time application and indicate the preferred level of Experience Team positions.

SUBMIT APPLICATION BY EMAIL TO: jobs@tempecenterforthearts.com

For questions, contact TCA Box Office at boxoffice@tempecenterforthearts.com

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TCA Experience Team: Level II - Associate

City of Tempe / Tempe Center for the Arts

Opening Date: Ongoing

Closing Date: Open until positions are filled. Next review of applications on September 7, 2021

Hourly Wage: \$16.00

Work Schedule: Varies, not to exceed 19.5 hours per week; evenings and weekends may be required.

This is a Temporary Non-Benefited position

Tempe Center for the Arts is a stunning multi-venue arts center that presents unique performing and visual arts and hosts a variety of corporate and social events. Staff members and volunteers at all levels create a warm and friendly environment for diverse audiences to engage with the arts.

The TCA Experience Team works as a cohesive unit to build audience loyalty through phenomenal customer service and foster meaningful arts experiences for all who enter. Whether selling tickets, greeting gallery visitors, escorting guests to their seats, or pouring a beverage in the Lounge, the Experience Team ensures everyone attending an event at TCA has an exceptional experience from start to finish.

Experience & Training: One year of customer service work experience in one or more of the following areas: event management, theater, hotel, restaurant, box office or cashiering, art gallery or museum work, and/or other closely related customer service field. Some leadership experience helpful. Familiarity with point of sale systems and Microsoft Word and Excel. Special focus on customer service and community engagement with diverse and multi-generational audiences.

Essential Job Functions:

- Ensure that patrons and visitors have a positive first impression and a welcoming, and inclusive experience at the TCA and division-wide events.
- Maintaining active knowledge of current and upcoming events, exhibitions and programs, architecture and public art across TCA and Tempe Arts and Culture.
- Assist in the operation of overall Experience Team.
- Actively participate in the safety of patrons, volunteers, visitors, and staff; understand guidelines and role in Experience TCA safety procedures including basic first aid, accessibility guidelines, evacuation, 911 protocol, ADA standards, etc;
- Provide information about the facility; resolve basic and intermediate challenges and complaints of patrons or visitors; inform the manager on duty or area coordinator of advanced challenges.
- Regularly attend Experience Team staff meetings and participate in ongoing trainings.
- Complete a variety of reports as assigned; e.g. event reports, incident reports, gallery attendance, box office reports, etc.

- Maintain an accurate cash drawer and resolve discrepancies.
- Perform routine opening and closing checklists for each working shift, including basic cleaning of work areas.
- Quickly and calmly navigate potential high-stress situations.
- Ability to perform all Level I and II functions.
- Periodically support the Arts and Culture Division during offsite events.
- Must be able to: reach, bend, stoop, and lift up to 30 pounds; communicate clearly and effectively; accurately perform basic math and cash handling and reconciliation; coordinate with other facility staff to ensure successful events; work in a standing or sitting position for up to seven hours; work in a fast-paced environment; follow directions and ask questions for clarification when needed; demonstrate effective organizational skills and initiative.
- Perform other duties as assigned by TCA and Arts & Culture team members

Education: Equivalent to the completion of the twelfth grade, supplemented by training or coursework in customer service, business or other related fields.

Experience Team Assistant Opportunities:

TCA Experience Team Associates are a mid-level position within the Experience Team, which consists of Audience Services, Lounge, Box Office, and Gallery departments. Associates will gain a deeper understanding of TCA through cross-departmental training, working in all areas and performing Level I and II duties.

When assigned to Audience Services

- Communicate effectively with the House Manager on duty and work as a team to complete tasks required for the shift, e.g. opening or closing procedures, opening and closing venues as needed, noting times of performance starts, intermissions, and endings, etc.
- May prepare event assignments; conduct pre- and post-show meetings; brief staff on specific needs or special assignments.
- Collect and count ticket stubs for events and performances.
- Validate parking for TCA validated events, as assigned.
- Help coordinate and supervise the activities of Ticket Takers and volunteers.

When assigned to The Lounge

- Maintain a guest focus while performing duties.
- Actively engage with customers to determine beverage preferences, make recommendations, and take beverage orders.
- Prepare a variety of drink items by selecting and mixing ingredients.
- Stock and maintain sufficient levels of bar products to ensure smooth service.
- Adhere to all Arizona State Liquor Laws and all Maricopa County food safety regulations
- Properly handle, store, labels and rotate all products in accordance with applicable laws.
- Promptly report equipment and food quality or shortage problems to Food & Beverage Lead and/or manager on duty.
- Maintain a clean and sanitary work area and dining area by removing trash, cleaning tables and washing utensils and equipment.

When assigned to Box Office:

- Accurately operate the computerized ticketing system to sell tickets for TCA events.
- Demonstrate excellent problem-solving skills while offering best selections for guest preferences.
- Accurately organize and distribute will-call tickets.

- Provide information regarding TCA facilities and events and the City of Tempe in person and over the phone.

When assigned to The Gallery

- Provide information about the exhibitions and artworks and answer questions about events, programs, architecture and things to do in Tempe; lead tours and art education outreach programs for all ages.
- Monitor and record patron activities, including patron surveys and interviews.
- Provide supervision and assistance to greeters, volunteers, staff and guest artists during receptions, workshops, lectures and special events.
- Participate in Gallery exhibition information and training sessions.

When assigned to Events

- Act as the lead for the set up and breakdown of an event, including any simultaneous events.
- Set up events based on an event diagram and notes.
- Ability to work independently and/or with minimal supervision.
- Familiarity with equipment storage and ability to track damaged items and perform light repairs quickly.
- Oversee potential set up of next day's events.

Applicant Requirement:

Applicant Requirement: Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization. When applying, please include the Tempe part-time application and indicate the preferred level of Experience Team positions.

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TCA Experience Team: Level III - Lead

City of Tempe / Tempe Center for the Arts

Opening Date: Ongoing

Closing Date: Open until positions are filled. Next review of applications on September 7, 2021

Hourly Wage: \$18.00

Work Schedule: Varies, not to exceed 19.5 hours per week; evenings and weekends may be required.

This is a Temporary Non-Benefited position

Tempe Center for the Arts is a stunning multi-venue arts center that presents unique performing and visual arts and hosts a variety of corporate and social events. Staff members and volunteers at all levels create a warm and friendly environment for diverse audiences to engage with the arts.

The TCA Experience Team works as a cohesive unit to build audience loyalty through phenomenal customer service and foster meaningful arts experiences for all who enter. Whether selling tickets, greeting gallery visitors, escorting guests to their seats, or pouring a beverage in the Lounge, the Experience Team ensures everyone attending an event at TCA has an exceptional experience from start to finish.

Experience & Training:

One year of customer service work experience in one or more of the following areas: event management, theater, hotel, restaurant, box office or cashiering, art gallery or museum work, and/or other closely related customer service field. Some leadership experience helpful. Familiarity with point of sale systems and Microsoft Word and Excel. Special focus on customer service and community engagement with diverse and multi-generational audiences.

Essential Job Functions:

- Ensure that patrons and visitors have a positive first impression, and a welcoming and inclusive experience at the TCA and division-wide events.
- Assist in the operation of overall TCA audience services
- Actively participate in the safety of patrons, volunteers, visitors, and staff; understand guidelines and role in Experience TCA safety procedures including basic first aid, accessibility guidelines, evacuation, 911 protocol, ADA standards, etc.
- Provide information about the facility; resolve basic and intermediate challenges and complaints of patrons or visitors; inform the manager on duty or area coordinator of advanced challenges.
- Regularly attend Experience TCA staff meetings and participate in trainings offered.
- Complete a variety of reports as assigned; e.g. event reports, incident reports, gallery attendance, box office reports, etc.
- Quickly and calmly navigate potential high-stress situations.

- Perform event set-up and breakdown functions; complete basic cleaning of work areas
- Periodically support the Arts and Culture division during offsite events.
- Ability to perform all Level I, II and III functions.
- Must be able to: reach, bend, stoop, and lift up to 30 pounds; communicate clearly and effectively; accurately perform basic math and cash handling and reconciliation; coordinate with other facility staff to ensure successful events; work in a standing or sitting position for up to seven hours; work in a fast-paced environment; follow directions and ask questions for clarification when needed; demonstrate effective organizational skills and initiative.
- Perform other duties as assigned by TCA and Arts & Culture team members.

Education: Equivalent to the completion of the twelfth grade, supplemented by training or coursework in customer service, business or other related field.

Experience Team Lead Opportunities:

TCA Experience Team Leads are a high-level position within the Experience Team, which consists of Audience Services, Lounge, Box Office, and Gallery departments. Leads will gain a deeper understanding of TCA through cross-departmental training, working in all areas and mastering Level I, II, and III duties.

When assigned to Audience Services

- Act as life safety supervisor on duty: coordinate evacuations as necessary; ensure safety protocols are being followed.
- Communicate effectively with the Assistant House Manager on duty and work as a team to complete tasks required for the shift, e.g. opening or closing procedures, opening and closing venues as needed, noting times of performance starts, intermissions, and endings, etc.
- Prepare event assignments; conduct pre- and post-show meetings; brief staff on specific needs or special assignments; collect and count ticket stubs for events and performances.
- Validate parking for TCA validated events, as assigned.
- Help coordinate and supervise the activities of Ticket Takers and volunteers.

When assigned to Box Office:

- Accurately operate the computerized ticketing system to sell tickets for TCA events.
- Demonstrate excellent problem-solving skills.
- Accurately organize and distribute will-call tickets.
- Provide information regarding TCA facilities and events and the City of Tempe in person and over the phone.
- Act as box office manager on duty, as needed.
- Resolve ticketing and customer service challenges.
- Obtain change for cashiers, provide deposits for armored car pick-up, and make excess cash deposits per TCA cash handling policies.
- Balance and account for cash and credit card receipts from sales transactions.
- Check cashiers' reconciliation forms for accuracy.
- Accurately complete box office settlements.

When assigned to The Lounge:

- Maintain a guest focus while performing duties. Maintain contact with lounge staff, management, and servers to ensure customer satisfaction and address customer concerns.
- Adhere to all Arizona State Liquor Laws and all Maricopa County food safety regulations; maintain current Title 4 bartender and Food Handler Certifications; assist in keeping accurate record of bartender and concessioner certifications

- Is responsible for quality of products served while on duty. Stock and maintain sufficient levels of food products at line stations to ensure smooth service; prepare displays of offered items; suggest and create specials
- Lead and oversee staff members engaged in daily operations; complete opening checklists and prepare cash at start of each shift; follow daily prep list for assigned duties; maintain labor percentages and product usage throughout shift to maximize profitability; reconcile point-of-sale cash and credit at close of shift.
- Properly handle, store, label, and rotate all products in accordance with applicable laws; oversee inventory control; make ordering recommendations; conduct quality control and monitor fresh product delivery; promptly report equipment and food quality or shortage problems to Audience Services Manager.
- Maintain clean and sanitary work areas; supervise the preventative maintenance and upkeep of equipment and facility.

When assigned to The Gallery:

- Help coordinate and maintain docent volunteer and greeter schedule and assignments; fill Gallery shifts as needed.
- Prepare and gather Gallery post event reports and photo documentation for archives.
- Assist Visual Arts Curator with additional assignments as needed.
- Provide information about the exhibitions and artworks and answers questions about events, programs, architecture and things to do in Tempe; lead tours and art education outreach programs for all ages.
- Monitor and record patron activities, conduct patron surveys and interviews.
- Provide supervision and assistance to greeters, volunteers, staff and guest artists during receptions, workshops, lectures and special events; participate in Gallery exhibition information and training sessions.

Applicant Requirement:

Applicant Requirement: Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization. When applying, please include the Tempe part-time application and indicate the preferred level of Experience Team positions.

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Temporary Employment Application

Community Services | Arts & Culture Division | www.tempe.gov/ARTS

Last Name:		First Name:		MI:
Street Address:			City, State, Zip	
Phone Number:		E-Mail Address:		

Position(s) applying for _____

Do you possess a valid Driver's License (may be required for certain positions)? Yes No

Your age group is? 15-17 years 18-20 years 21 years+

Are you a U.S. Citizen or a non-U.S. Citizen authorized to work in the United States? Yes No

Have you ever worked for the City of Tempe? Yes No

If yes, from _____ (mm/yy) to _____ (mm/yy)

Are you related to any member of the Tempe City Council or any Tempe Commission/Board Member, or any City of Tempe employee? Yes No If yes, please indicate his/her name, position, and relationship to you:

To assist us with verifying previous work experience and /or education, please list other names you have gone by:

Are you a veteran? Yes No

NOTE: If you are claiming Civil Service Preference for Veterans under ARS 38-492, you must submit a copy of your DD214 (Member-2 or 4) at the time you are invited to a testing process.

Dates available: From _____ To _____

Please specify times you are available to work on the chart below.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Have you obtained a high school diploma or a high school equivalent certification? Yes No

If no, please indicate your highest grade level completed _____

Education from an accredited College/University:

College:	Major:	Type of Degree:	Degree Completed:
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

Trade and/or Technical Schools:

Trade/Technical School:	Subject Studied:	Type of Degree:	Degree Completed:
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

Certification or Registration (CPR, First Aid, Adv. Lifesaving, Lifeguard Training, W.S.I etc.)

Type of Professional Registration, License, and/or Certification:	License Number (if applicable):	Date Received:	Expiration Date (if applicable):

Special training *that relates to this position*:

List computer software program(s) with which you are proficient in operating *that relate to this position*:

Language Proficiency (other than English):

Language:	Speak:	Read:	Write:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Begin with your present or most recent position. List all jobs, paid or volunteer, for at least the past ten years. Your qualifications will be evaluated **solely** on the application form and, if applicable, any supplemental questionnaire(s).

DO NOT WRITE "SEE RESUME" IN THE SPACES BELOW.

Place of Employment or Volunteer Experience:

Address:

Phone:

Job Title:

Employees Supervised:

Supervisor (Name/Title/Phone):

Employment Dates (mm/yy):

Hours Per Week:

Wage: \$ per

Work Performed:

Reason for Leaving:

Place of Employment or Volunteer Experience:

Address:

Phone:

Job Title:

Employees Supervised:

Supervisor (Name/Title/Phone):

Employment Dates (mm/yy):

Hours per Week:

Wage: \$ per

Work Performed:

Reason for Leaving:

Place of Employment or Volunteer Experience:

Address:

Phone:

Job Title:

Employees Supervised:

Supervisor (Name/Title/Phone):

Employment Dates (mm/yy):

Hours Per Week:

Wage: \$ per

Work Performed:

Reason for Leaving:

Place of Employment or Volunteer Experience:		
Address:	Phone:	
Job Title:	Employees Supervised:	
Supervisor (Name/Title/Phone):		
Employment Dates (mm/yy):		
Hours Per Week:	Wage: \$	per
Work Performed:		
Reason for Leaving:		

Have you ever been requested or forced to resign from a position for misconduct or unsatisfactory service?

Yes No *If Yes, please explain:*

PLEASE READ THIS STATEMENT AND CAREFULLY REVIEW YOUR ENTIRE APPLICATION MATERIAL BEFORE SIGNING BELOW.		
<p>I certify that all statements made on the application form and, if applicable, any supplemental questionnaire(s) are true and complete. I understand that any omission, misstatement, or falsification may be cause for rejection of this application, removal of my name from an eligibility list(s), and/or discharge from City Service. In addition, I authorize any individual, company, organization, or institution to release any and all information concerning statements made by me on this application, and I do hereby release all parties and individuals connected therewith from all liabilities for any damages whatsoever incurred in furnishing such information.</p>		
Print Applicant's Name	Applicant Signature	Date

<u>FOR ADMINISTRATIVE USE ONLY</u>	
Job Code: _____	Cost Center: _____
Title: _____	Hourly Wage: _____
Supervisor: _____	Weekly Hours: _____