



## Concessions Associate

The Perkinson Center for the Arts and Education is the first public performing and visual arts center to be built from the ground up in the Greater Richmond Area in the last century. The Center strives to change lives for the better by bringing cultural arts and the community together. This is achieved by partnering with the communities we serve; presenting and supporting diverse artists and performers; creating an inclusive center for education, community events and art discovery, and offering accessible, equitable and affordable programming.

The Perkinson Center for the Arts and Education is seeking customer service-oriented candidates for the part-time position of Concessions Associate. This position is essential to creating a welcoming, safe, and comfortable atmosphere for patrons and artists at the Perkinson Center.

Hours: Part Time Position/Casual Hire

Hourly wage: \$15.00 (+tips)

### **Responsibilities/Duties:**

- Greet theatre patrons who visit our concession stand
- Fill concessions orders in a prompt friendly fashion
- Maintain stock and cleanliness in concession area
- Oversee and perform concessions cash and credit sales transactions with accuracy using our in-house POS in a fast-paced environment, often with competing priorities
- Ensure compliance with safety guidelines, emergency preparedness protocols, and incident reporting requirements and in the event of an emergency possess a willingness to respond accordingly in any given situation
- Address and resolve patron complaints in a professional and respectful manner and document patron feedback
- Be knowledgeable about the company, current productions, current season, upcoming events, and how they may affect house operations
- Perform end of day cash register reconciliation and deposits
- Assist all Perkinson Center staff with the completion of projects, as needed
- Other duties as assigned

**Qualifications:**

- Knowledge and experience with front-of-house operations and practices within the performing arts industry
- General knowledge of basic food handling and food safety
- Excellent interpersonal and communication skills
- Prior guest services experience
- Experience in cash handling and operating POS systems and possess a willingness to learn new software applications
- Knowledge of PC/MAC operations and software. Knowledge of various ticketing systems is preferred
- Ability to multi-task under pressure and prioritize multiple activities within a short time frame
- Evening and weekend availability is an absolute must for any candidate
- This position requires the ability to lift up to 50lbs

To apply:

Send resume to [jobs@perkinsoncenter.org](mailto:jobs@perkinsoncenter.org) with “Concessions Associate” in the subject line. No phone calls please.