



Lobby Captain (Part-time)

Lobby Captains are members of the Irvine Barclay Theatre Operating Company (IBT) Front of House (FOH) staff reporting to the House Manager. Lobby Captains have primary management responsibilities for FOH operations on the Main Floor or the Balcony (depending on show assignment) at performances or events in the Barclay where the public is present.

Duties and Responsibilities

1. Under the direction of a House Manager, work with and supervise an FOH staff team of up to twenty people comprised of paid and volunteer Head Ushers and Ushers.
2. Maintain your assigned floor consistent IBT pre- and post-performance standards
3. Monitor all activities of your assigned team members and assist where necessary
4. Proactively identify and work to solve customer service-related issues

Knowledge, Skills and Abilities

1. Demonstrable understanding of, and experience with, best practices in customer service
2. Exceptional verbal and interpersonal communication skills are required
3. Must be patient, gracious and composed in conversations with patrons
4. Basic knowledge of conflict resolution techniques
5. Knowledge of, and experience with, working with and managing volunteers

Education and Experience

1. Minimum of two year's work in Front of House roles at a performing arts venue
2. Demonstrated ability to interact with co-workers and patrons in a manner based on exceptional courtesy
3. Currently working toward an undergraduate degree from an accredited institution of higher education is the minimum educational requirement

Work Standards

1. Consistent demonstration of personal accountability, integrity, initiative and commitment to IBT's mission is expected
2. Demonstrable on-going mutual respect for internal and external colleagues is required
3. A work process that includes a personal emphasis on innovative problem solving through collaboration is essential
4. An ability to gracefully handle challenges in the context of a fluid and typically fast-paced daily work flow is vital

Other

- Reports to: House Manager
- Supervisory responsibility: Head Ushers, Ushers
- Compensation: Part-time, hourly, starting at \$17/hr.
- Work-from-home eligible: No
- Working hours: Variable, agreed weekly schedule that will include nights and weekends
- Physical requirements:
 - Must be able to stand for long periods of time (at least one hour)
 - Must be capable of walking up and down stairs/inclines
 - Must be able to periodically lift items of up to 20lbs.
 - Must be able to assist others in cases of emergency

- COVID-19 related requirements:
 - IBT requires all full-time employees to be fully vaccinated against COVID-19
 - IBT strongly encourages all part-time employees to be fully vaccinated against COVID-19
 - If a vaccine is not possible for medical reasons or sincerely held religious beliefs, an employee will be required to show weekly proof of a negative COVID-19 test (molecular, PCR or antigen) before being allowed to work. Home test kit results are not acceptable.
 - Presently, IBT staff working performances are required to wear masks at all times and in all locations in the venue.