



Cincinnati Playhouse in the Park is an Equal Opportunity Employer (EEO) and is committed to fostering a culture of diversity and inclusion in all areas of its work, both on and offstage. Qualified individuals who bring diverse perspectives and life experiences to the workplace are encouraged to apply.

**Position:** Part Time – Parking Team

**Department:** Patron Services

**Reports to:** Patron Services Director and Assistant Patron Services Manager

**Classification:** Part-time, Seasonal, non-exempt

**Position Start Date:** March 6, 2023

**Pay:** \$14.50 per hour

**Job Title: Patron Services Associate – Part-time – Parking Team.**

#### **Position Overview:**

Cincinnati Playhouse in the Park is searching for Patron Services Associates to staff the parking garage prior to performances. Associates to provide excellent customer service for all aspects of parking operations. The position works primarily outdoors in the parking garage. This is a perfect opportunity for someone who wants to work as part of a team, enjoy the benefits associated with working for the Playhouse in the Park, and only wants to work a few hours a day. Associates will also have opportunities in other public spaces within the facility and at occasional outreach efforts outside the Playhouse.

The 2022-23 season runs March 11 - June 25, 2023. During the season the average shift length is 2.5 hours. Typical hours Tuesday – Saturday evenings 5:30pm -745pm; Saturday and Sunday matinees noon until 2:15 pm, but they may vary. Great opportunity for students who would like short shifts and work between five -seventeen hours maximum per week.

#### **Duties include but are not limited to:**

- Provide the highest level of customer service by proactively responding to the needs of Playhouse patrons.
- Staff the parking booth, sell available parking, scan parking tickets, and record attendance.
- Address concerns and requests promptly; determine ways to improve patron experiences going forward.
- Collaborate within the department to develop and implement best practices for all patron touch points.
- Ensure consistent messaging and reporting of patron concerns within the departments.
- Represent Playhouse in the Park to the public at events inside and outside the physical building.

#### **Ideal Qualifications and Requirements:**

- Customer service experience is preferred.
- Excellent communication skills.
- High school students encouraged to apply. 16 years old age preferred.
- Interest in theatre and the arts is beneficial.
- A calm, patient, diplomatic, empathetic, confident, and pleasant demeanor in working with various levels of staff, donors, and guests in a sometimes frenetic and energetic environment.
- Manages tasks to completion and sets priorities.
- Advanced attention to detail, organization, and accuracy.
- Strong ability to work collaboratively with colleagues.



- Maintains integrity and ethics through difficult situations and conversations.
- Commitment to DEIA (Diversity, Equity, Inclusion, Accessibility) values, and the ability to interact and build relationships with people of diverse backgrounds, personalities and working styles.

**Work Environment & Physical Demands:**

- Position is primarily located outside within a booth space. There is occasional offsite work including (both indoors and outdoors).
- Digital dexterity and hand/eye coordination in operation of standard office equipment (computers, phones, photocopiers and filing cabinets).
- Position is generally on its' feet, and the employee may be required to hustle through the garage. Serving as parking attendant requires standing and moving in an outside environment.
- May on occasion require local travel to other worksites.
- Light lifting, carrying, pushing, pulling of supplies, files, etc.: generally, up to 10 lbs. and occasionally up to 25 lbs.
- Occasional stooping, kneeling, crouching.
- Ability to speak clearly to and hear/listen to employees/clients via phone, walkie-talkie, or in person.
- While performing the duties of this job, the employee is regularly required to talk, hear, listen, speak, climb stairs, walk, and occasionally run.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

All employees are required to receive the COVID19 vaccination unless a reasonable accommodation has been approved.

Cincinnati Playhouse in the Park continues to monitor the pandemic situation. Qualified candidates will be expected to comply with Playhouse's health and safety plan – while at work and outside work – that continues to be updated per latest state and federal guidelines.

The physical demands and safe working expectations described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without a reasonable accommodation.

While this description is intended to be an accurate reflection of the current position, it is not necessarily exhaustive of all responsibilities, duties, requirements, or expectations of this position. Cincinnati Playhouse in the Park reserves the right to revise or amend this description based on business needs or changes to the work environment.

Employment is contingent upon successful completion of a background check.

**To Apply:**

- Qualified candidates should submit a brief cover letter expressing interest, resume if available, and references to Don Wong, Patron Services Director, [don.wong@cincyplay.com](mailto:don.wong@cincyplay.com) and cc: Amy Stier, Human Resources, [amy.stier@cincyplay.com](mailto:amy.stier@cincyplay.com)
- Positions will remain posted until filled.
- No phone calls, please.