

Floor Staff Job Description

Starting: \$16.32/hr+

Contact: christian@theuctheatre.org

The UC Theatre Taube Family Music Hall is a multi-tiered, all-ages 1,400 capacity live music venue with a state-of-the-art Meyer Leopard sound system and a full service bar and kitchen. The UC Theatre presents a diverse range of local, national and international artists and bands including indie, alternative, jazz, R&B, electronica, hip-hop, EDM, world, pop, comedy and much more.

A community-minded music venue giving back...

The UC Theatre is operated by the Berkeley Music Group (BMG), a 501(c)(3) non-profit organization. Our Concert Career Pathways education program teaches young people the technical, creative and business aspects of concert and event promotion. Through hands-on workshops and paid internships we train the next generation of music industry professionals.

BMG is also dedicated to ensuring that The UC Theatre strengthens the Bay Area's vibrant fabric of nonprofit arts and service organizations. We are building a collaborative network of community partnerships with existing education, performing arts, health and youth development nonprofits to assist them with their fundraising and outreach through events at The UC Theatre.

Job description:

The UC Theatre's Security is responsible for ensuring that every patron has the safest most enjoyable concert experience possible. If you are a friendly, observant, outspoken individual that loves live music and thrives in a cooperative team-based environment we would love to meet you! Exceptional customer service and communication skills are required.

Berkeley Music Group

A 501(c)(3) nonprofit organization

The UC Theatre: 2036 University Avenue, Berkeley, California 94704

Mailing: 1300 Clay Street, Suite 600, Oakland, California 94612

www.theuctheatre.org • education@theuctheatre.org • information@theuctheatre.org

Floor Staff Responsibilities:

- Preparing the theatre for a show (setting chairs, placing handbills etc.)
- Welcoming Patrons
- Ensuring prohibited items do not enter the theatre
- Scanning tickets
- Checking IDs
- Having a clear understanding of varying levels of access granted by passes on a night by night basis
- Securing all entrances and restricted areas
- Identifying potential medical emergencies and alerting Medical Staff onsite
- Preventing and defusing potential conflict
- Assisting patrons in finding the quickest way out of the building in the event of an emergency exit
- Communicating any observations that may affect the overall experience for attendees to a supervisor
- Clearing and resetting the theatre
- Reporting and documenting any necessary incidents

Floor Staff Skills, Qualification, and Expectations:

- Basic Computer Skills and Internet Access (for scheduling)
- Written and Verbal Communication Skills
- Ability to function in a fast past densely populated environment
- Comfort working with a variety of diverse cultures and demographics
- Lifting
- Standing
- Cooperative Attitude
- Emotional Intelligence and Control
- Dependability
- Professionalism
- Keen Observation
- Customer Service
- BSIS Security Guard License (preferred not required)
- ABC LEAD Certification (preferred not required)

It is a requirement of the position to be fully vaccinated, unless accommodation can be created for those with religious or medical exemptions We will enforce state guidelines.