

## **Floor Staff Job Description**

### **Job description:**

The UC Theatre's Floor Staff are responsible for ensuring that every patron has a safe and enjoyable concert experience. 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.

### **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 through de-escalation skills
- Assisting patrons in finding the quickest way out of the building in the event of an emergency
- 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)



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- ABC LEAD Certification (preferred not required)

### **About The UC Theatre**

The UC Theatre Taube Family Music Hall is a multi-tiered, all-ages 1,350 capacity live music venue with a state-of-the-art Meyer Leopard sound system, presenting 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 more.

The UC Theatre is operated by the Berkeley Music Group (BMG), a 501(c)(3) non-profit organization. Our Concert Career Pathways (CCP) education program teaches young people ages 17 to 25 from historically marginalized communities 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.

### **Equal Opportunity and Diversity**

The UC Theatre is committed to equity in its support and advocacy, and seeks to create and encourage opportunities for people of color, women, non-binary, LGBTQ+, veterans, and people with disabilities. The UC Theatre is committed to creating and upholding a safe space for its staff and customers where respectful conversations around diversity, equity, inclusion and accessibility can continue to happen. The UC Theatre makes an ongoing commitment to prioritize DEI initiatives and learn more about best practices and approaches to DEI in the live performance industry, and to provide resources and professional development opportunities to support its members in doing the same for their individual businesses.

### **PAID POSITION**

**Apply via email: [joe@theuctheatre.org](mailto:joe@theuctheatre.org) (subject line Floor Staff Application)**

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**Berkeley Music Group**

**A 501(c)(3) nonprofit organization**

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