



JOB POSTING

ROCHESTER BROADWAY THEATRE LEAGUE

Event Staff

ABOUT THE ROLE:

Event Staff members are responsible for supporting the smooth operation of live events in the auditorium and performing arts center. They provide customer service, assist with audience issues, enforce venue policies, and ensure a safe and enjoyable experience for all guests.

LOCATION:

West Herr Auditorium Theatre & Performing Arts Center; 885 East Main Street, Rochester, NY 14605

COMPENSATION:

\$15.50 per hour

KEY RESPONSIBILITIES:

- Greet guests and assist with security screening.
- Monitor crowd behavior and enforce safety and venue policies.
- Assist with line management, crowd control, and emergency evacuation if needed.
- Provide information on restrooms, concessions, and other amenities.
- Collaborate with ushers, security, and production teams to ensure smooth event flow.
- Assist in pre-show preparation and post-show clean-up or reset.
- Handle lost and found items and respond to guest concerns or complaints professionally.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required.
- Must be a minimum of 18 years of age.
- Prior experience in event staffing, customer service, or hospitality is a plus.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Flexible availability, including late nights, weekends, holidays, and various shifts based on show schedule.
- Possess exceptional communication and interpersonal skills.
- Possess ability to remain calm under pressure.
- Possess ability to handle unexpected situations.
- Possess professional appearance and demeanor.
- Ability to interact professionally and positively with diverse guests.

PHYSICAL REQUIREMENTS:

- Ability to stand and walk for extended periods of time.
- Ability to work in both routine and emergency conditions.
- Physical stamina for working indoors and outdoors, in various weather conditions.

WORKING CONDITIONS:

- Primarily an indoor environment with large crowds, varying lighting levels, and loud noise.
- Occasional work outdoors in various weather conditions.

If interested in applying, please email your resume and/or application to Security@rbtl.org or drop them off at the RBTL Box Office. The RBTL box office has blank applications.

If you require a reasonable accommodation to complete the application process, participate in the interview, or perform the essential functions of this position, please contact us at (585) 325-7760, or Security@rbtl.org.

RBTL is an Equal Employment Opportunity Employer