



Andrew Carnegie Free Library & Music Hall

Program Attendant (Part-time, as needed)

Reports to: Music Hall Director

The mission of the Andrew Carnegie Free Library & Music Hall is to serve as an outstanding library, theater, and historic site that welcomes, informs, entertains, and engages its community and the region in lifelong learning. The historic building houses a fine regional library, an acoustically superb music hall, a multi-functional studio, a gallery/reception hall, and a true national treasure – our Civil War Room. The ACFL&MH opened its doors in May, 1901 and has been proudly serving its community ever since.

Job Description

The Program Attendant's primary role is providing an excellent experience to all of our patrons, supporters, artists and visitors. Program Attendants serve as staff representatives of ACFL&MH during rental functions and ACFL&MH programming at the Library & Music Hall. The principle accountability of the position is to ensure the safety and security of the facility and guests; ensuring a comfortable and unforgettable experience for all guests.

Job Responsibilities

- Welcome all guests, maintain public areas, reflect a positive image for ACFL&MH
- Arm/disarm building, lock/unlock appropriate event spaces, and control HVAC settings and lighting as needed per event
- Be familiar with ACFL&MH mission, programs and procedures so as to represent the Library & Music Hall well
- Be courteous and helpful to ensure the terms of the program or rental agreement are met: i.e. know the facility rules, contracted start/end time, expected attendance, etc.
- For ACFL&MH events: distribute programs, escort patrons to their seats, assist with box office point of sale and hospitality services as needed
- For rental events: monitor the overall conduct of the event, ensure the rental party contact can easily access you throughout event
- Know who to contact in the event of a problem or emergency
- Complete Event Report at the conclusion of each event that includes demographics and detailed account of any facility or personnel issues and recommendations
- Support volunteers in their roles during event, ensuring a great experience for our volunteers
- Other duties as assigned

Qualifications

- Professional demeanor, personable and friendly at all times
- Responsible, reliable and excellent working in a fast-paced environment
- Impeccable communication and organizational skills with sharp attention to detail
- Ability to demonstrate skill in handling concerns and resolving problems
- Customer service and cash handling experience preferred; Interest or background in the performing arts a plus
- Evening and weekend availability required
- Must be at least 18 years of age and able to stretch, bend, and lift up to 25 lbs

The Program Attendant position is part-time, as needed, non-exempt.

To apply for this position, please send cover letter and resume to Maggie Forbes at forbes.mj@gmail.com