



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 build community with a library, theater, and historic site that welcome, inform, entertain, and engage the 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 to help ensure an excellent experience to all of our patrons, performers, artists, and guests. Program Attendants serve as staff representatives of ACFL&MH during rental functions, as well as assisting with ACFL&MH programming. The principle accountability of the position is to ensure the safety and security of the guests and facility, ensuring a positive and memorable experience for all guests.

Job Responsibilities

- Be helpful, courteous, and professional. 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
- 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 rental events: monitor the overall conduct of the event, ensure the rental party contact can easily access you throughout event
- For ACFL&MH events: distribute programs, escort patrons to their seats, assist with box office point of sale and hospitality services as needed
- 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
- Other duties as assigned

Qualifications

- Professional demeanor, personable and friendly at all times
- Responsible, reliable and flexible within diverse work settings and situations
- Strong 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 able to move briskly throughout the building when required
- Must be at least 21 years of age

Dress Code

ACFL&MH requires employees to dress neatly and professionally and maintain adequate personal hygiene while representing the organization as a Program Attendant.

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

This position begins at \$12/hourly.

To apply, contact Music Hall Director, Heidi Matthews at matthewsh@CarnegieCarnegie.org with brief letter of interest in body of email and one-page resume as PDF attachment.