

BROADWAY★SAN JOSE

 A NEDERLANDER PRESENTATION

POSITION AVAILABLE: Concierge Service Member

Broadway San Jose- A Nederlander Presentation seeks a Concierge Service Member to join the team to provide excellent customer service during performances at the San Jose Center for the Performing Arts and promotional events throughout the Bay Area. This part-time, as-needed basis position (located in San Jose) will report directly to the Marketing Manager.

This is an exhilarating time to join the Broadway San Jose team. We are looking for a candidate who is proactive and excited about working in a dynamic, fast-paced, and diverse environment. If you are passionate about customer service and eager to be part of a productive and inclusive workforce, we want to hear from you.

PRIMARY DUTIES

- Represent Broadway San Jose during performances at the Subscription Table to answer questions and take orders for season packages.
- Represent Broadway San Jose at various promotional events in the Bay Area, including, but not limited to, community events, concerts, and public events located indoors and outdoors.
- Manage tabling and activation efforts, including, but not limited to, set up and break down of equipment, such as tables, chairs, and pop-up tents at different events.
- Confidently speak on behalf of Broadway San Jose about current and upcoming shows to the public to generate interest and future sales.
- Provide post-event feedback to the Marketing Manager.
- Work closely with the Marketing Manager, Director of Marketing, and other Concierge Service Members to execute promotions.
- Perform other duties as assigned, which may include assisting with marketing campaigns, coordinating with other departments, or providing support at special events.

REQUIREMENTS:

- Available to work select performances listed in the Performance Schedule under each show title on the Broadway San Jose website at <https://broadwaysanjose.com/>. Shifts generally start 1 hour before the listed performance time and end after intermission.

- Available to work evenings, weekends and holidays.
- Reliable and punctual for all scheduled events.
- The ideal candidate should have a positive attitude, superb customer service skills, excellent communication skills, and a desire to work in a fun, collaborative team environment.
- May require lifting or moving items up to 50 pounds.
- Works well under pressure and independently with a self-motivated strong work ethic.
- Ability to improvise and adjust event plans should an unexpected issue arise.
- Must have reliable transportation to get to and from the event.
- Background and interest in live performances, especially musical theater, preferred.
- Strong skills with social media, specifically with Facebook, Instagram, and TikTok preferred.
- Experience working or volunteering at similar events promoting a company or organization is preferred.

REPORTS TO: Marketing Manager

WORK SCHEDULE: Part-time/ hourly

There is no set schedule or guaranteed monthly hours, as this is an as-needed basis. Hours range from 2 to 8+ per event, with an average of about 2 to 4 monthly events. There is a minimum 2-hour commitment per service.

Events usually occur on evenings and weekends/holidays but can sometimes be during the weekdays.

STATUS: Non-Exempt

COMPENSATION: \$22.00/HR

At Broadway San Jose and Nederlander, we are committed to creating a workplace that is free from bias, prejudice, discrimination, and harassment. We strive to ensure a welcoming work environment where everyone belongs and is valued, encouraged, and respected for their unique contributions. Our focus is on building a culture that acknowledges and values Diversity, Equity, and Inclusion.

HOW TO APPLY: We are an equal opportunity employer and welcome all applicants. Interested candidates should send a cover letter, resume, and three references with "Concierge Service Member" in the subject line to mmaralit@broadwaysanjose.com. No phone calls are required, and confidential inquiries are welcome. We are committed to fostering a workplace that is diverse, equitable, and inclusive, and we look forward to welcoming new team members who share these values.