



PITTSBURGH SYMPHONY ORCHESTRA

Greeter (Part Time)

Reports to: Manager of Retail and Special Projects

Supervises: None

Status: Non-Exempt, Part Time

Job Purpose

The purpose of this position is to welcome and create the first impression for patrons while directing customer flow through screening checkpoints lines to ensure order, safety, and efficiency.

Essential Duties and Responsibilities

- Act as the first point of contact for patrons as they enter the building, providing a warm customer-oriented experience
 - Provide directions and respond to patron inquiries with a consistent customer service tone
 - Monitor line length and direct patrons to ensure order, safety, and efficiency
 - Maintain a professional appearance and a courteous attitude towards all guests and staff at all times

Required Education, Experience and Abilities:

- Highschool Diploma or GED
- Experience working directly with the public
- Outstanding customer services skills
- Able to handle the stress of high customer demand in a hospitality environment
- Ability to work independently and/or with others as needed
- Ability to maintain composure and perform well under pressure
- Ability and willingness to work irregular hours, including evenings and/or weekends

Physical Requirements:

- Ability to be mobile for extended periods of time
- Ability to quickly analyze visual information
- Ability to quickly reach decisions regarding the directing the flow of large groups of people

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully, The Pittsburgh Symphony recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

Direct resumes to: mryan@pittsburghsymphony.org

Night & Weekend Availability is a Must