



The Broward Center builds community through the arts by delivering quality entertainment, educational opportunities and memorable moments that engage and inspire audiences, nurture collaboration and drive economic vitality.

The House Supervisor-Event assists the Director of Guest Services or the Guest Services Manager in providing quality customer service, and creating a positive experience for all guests attending events at the Broward Center for the Performing Arts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in training and supervising Head Ushers and Volunteers at all assigned events.
- Supervises Guest Services, in PACA venue as assigned, by making decisions and taking actions regarding guest and performance issues, customer service, BCPA emergencies, and safety.
- Delivers premium customer service in the most effective, efficient manner.
- Distributes information, manage and coordinate Head Ushers, Volunteers, Parking Garage, Police and Valet.
- Will implement Cue Time with Volunteers as needed.
- Opens lobby doors and house doors at the correct designated time.
- Accommodates guests with special needs.
- Monitors guest activity, arriving, seating, and exiting, to ensure implementation of proper procedures and a customer service.
- Completes Head Usher checkout for each event as assigned.
- Secures building and transfer to Security upon completion of responsibilities.
- Prepares and distributes appropriately all identified Front of House reports.
- Identifies and take corrective action for, areas in need of repair or enhancement in order to prepare and maintain Front of House guest areas.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to work a flexible schedule, including nights, weekends, and holidays.
- Able to lift and distribute heavy program boxes.
- Able to learn, assist, and train in evacuation procedures and emergency conditions.
- Communicates effectively, both verbally and written, in English.
- Able to remain calm in stressful situations.
- Skilled in implementing quality customer service.
- Exhibits appropriate, professional, and corporate demeanor, considerable tact, and courtesy when interacting with members of the public in a variety of situations.
- Knowledge of executing scheduled events.
- Able to work effectively and positively with others.
- Experience in Windows based programs, including Word, Outlook, Excel, and PowerPoint a plus.

REQUIRED EDUCATION AND EXPERIENCE

- High School, High School Equivalent, or Higher: General/Business/or any equivalent combination of training and experience.

If you are interested in this opportunity, please submit your resume to supervisorsearch@browardcenter.org