



## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Leads and manages Guest Services at the Parker Playhouse.
- Communicate organizational needs with ancillary services (i.e., parking garage, valet service, concessions, box office, Fort Lauderdale Police Department).
- Assist Theater Manager with the supervision of Guest Services staff at all affiliated venues, including recruitment, coaching, training and career development.
- Ensure Front of House equipment is adequately supplied and operational.
- Monitor activity around the Parker Playhouse (traffic and parking) in order to provide appropriate staffing levels and management that will be able to make informed decisions and respond to and manage all potential issues that will affect the patron experience.
- Actively seek out, be receptive to, and respond to input from all departments regarding ideas and issues on improving and/or expanding Guest Services' customer service and functions.
- Review policies, procedures, and facility features to evaluate effectiveness as they relate to customer service and make recommendations for improvements when deemed necessary.
- Act as the ADA 504 coordinator accommodating accessibility requests and providing accessibility services where applicable and make recommendations for facility compliance.
- Coordinate with Volunteer Coordinator on an ongoing basis in establishing volunteer policies and procedures that provide customers with exemplary customer service.
- Collect and analyze customer feedback to develop strategies to improve service.
- Manage Guest Services reporting process to ensure necessary information is disseminated.
- Work with the Parker Playhouse Theater Manager to create policies and procedures.
- Ensure proper implementation of policies and procedures for staff to follow.
- Recommend to the Theater Manager building repairs and improvements.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Able to supervise all aspects of a department.
- Able to identify scheduling needs and schedule staff accordingly.
- Able to work a flexible schedule, including nights, weekends, and holidays and be available by pager.
- Able to exhibit appropriate, professional, and corporate demeanor, considerable tact, and courtesy when interacting with members of the public in a variety of situations.
- Effective analytical, problem-solving, conflict resolution, negotiation, and mediation skills.
- Able to implement safety regulations in a large public facility.
- Able to communicate effectively, both verbal and written, in English.
- Skilled in Windows based programs, including Word, Outlook, Excel, Outlook, and PowerPoint.
- Able to work independently and as part of a team in a fast-paced environment.
- Able to maintain records and prepare reports.
- Able to work effectively and positively with others.

## **REQUIRED EDUCATION AND EXPERIENCE**

- BA/BS: Business/Hospitality/Hotel Management/Theater/or any equivalent combination of training and experience.

If you are interested in this opportunity, please submit your resume to:  
[guestservicessearch@browardcenter.org](mailto:guestservicessearch@browardcenter.org)