



Troy Savings Bank Music Hall Corporation

Job Title: Event Staff

SUMMARY

The Troy Savings Bank Music Hall is seeking music lovers to join our events team. This is a great opportunity for anyone looking to gain hands-on practical experience in the live entertainment industry. Event staff assignments fulfill many duties, including assisting with the production of events supporting admin staff, tour staff, and the artist on day of performances, front of house support in assisting patrons into our historic venue, and/or serving as merchandise and concessions sales staff.

Duties & Responsibilities

Responsibilities vary by job assignment, but successful candidates will be able to perform a wide range of jobs. Typical assignments include, but are not limited to:

Runner/Hospitality Support:

- Responsible for various 'errands' associated with the talent and production of the show.
- Provide support to the artist and staff, including but not limited to: support dinner service for visiting artists, including set up, clean up, and ensuring visiting artists and support team are comfortable and feel at home.
- Transporting the artist and/or tour staff to & from hotel, airport, dinner, etc.,
- Purchasing various products/materials that the tour may require at local stores (Home Depot, Target, Walmart, Guitar Center, Parkway Music, John Keal's, etc.)
- Coordinate and/or deliver food and beverage to the band or talent,
- Copying and/or scanning sheet music, set lists, guest lists, etc.,
- Assist with any other aspect of stage production, such as show pass and guest list distribution.
- Keep thorough knowledge of region to properly locate restaurants, stores, music stores, area attractions, etc.

Front of House Event Staff:

- Assists patrons and staff with the check in process.
- Directs patrons and manages traffic flow in lobby to ensure quick entry, answering questions about parking, location of restrooms, and other venue and event details.
- Support security team by providing a visual check of the area and crowd for safety issues.
- Scan tickets for patrons entering and leaving the venue.

Merchandise Sellers:

- Performs count in and count out inventory of tour or Music Hall merchandise for events. Works closely with tour and admin staff to ensure accurate counts of items sold during the course of the event.

- Serves as main seller of merchandise, providing friendly, prompt service to keep traffic moving. Sales can be cash or charge, so familiarity with POS sales systems and cash handling procedures is required for this position.
- Performs settlement paperwork for sales with tour/admin staff. Assists with close out and packaging or storage of unsold items at end of event.

Qualifications (not all required for each assignment)

- Positive and flexible attitude – a team player who enjoys a variety of tasks and assignments.
- Familiarity with touring or stage production operations and musical instruments, equipment and/or accessories.
- Applicant must be 21+ and possess a valid Driver's License with an exceptional driving record, a properly working automobile and provide proof of insurance.
- Familiarity with cash handling and POS credit card procedures.
- Exercise good judgment, courtesy and tact when interacting with staff, talent and public.
- Comfortable interacting with the public.
- Maintain a professional, neat and well-groomed appearance, adhering to TSBMH standards.
- Demonstrated knowledge and understanding of safety in the work place and ability and willingness to follow TSBMH safety rules and practices.

Special Conditions & Physical Demands:

- Temporary, on-call pool position with continuous hiring as needed.
- Must be able to work varying hours including daytime, evening, weekends, and extended hours.
- Work in potentially adverse conditions, which may include prolonged standing, heights, loud noises, large crowds, darkness and/or confined spaces.
- Ability to communicate effectively in English, in both written and oral forms; ability to follow verbal and written instructions to ensure safety.
- Ability to safely move or lift items up to 30 pounds using proper lifting techniques.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Status: Part time, Seasonal

Salary Range: \$16.50-\$17.50/hour, depending on experience

Reports to: Director of Operations

To apply, please send your letter of interest and qualifications and/or resume to employment@troymusichall.org.

EOE

The Troy Savings Bank Music Hall is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. BIPOC candidates are strongly encouraged to apply.

We value, encourage, support, and celebrate diverse backgrounds and cultures and the artistic expression of those backgrounds and cultures in keeping with our mission to enrich the community and inspire passion for the creative arts. We will engender this by fostering diverse, engaging, and transformative cultural experiences through performances, collaboration, community events, and education in an inclusive, accessible environment.

We believe a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

The Troy Savings Bank Music Hall is a National Historic Landmark built in 1875. Famous for its world class acoustics, the Music Hall is owned by the Troy Savings Bank Foundation. The Music Hall seats up to 1175 and its programming includes rock, indie, jazz, choral, classical, world music, as well as comedy shows, symphony concerts, recitals, and other events.