

## **GUEST SERVICES PRODUCTION ASSISTANT**

The Baltimore Office of Promotion & The Arts (BOPA), producer of **Artscape**, is seeking three (3) Guest Services Production Assistants from Thursday, July 20 through Sunday, July 23, 2017.

### **JOB DESCRIPTION AND SCHEDULE**

Duties include overseeing one of the 3 Guest Services locations which includes general festival information, accessibility information/services, free ticket sales, and overall being a brand ambassador for Artscape and the Baltimore Office of Promotion & The Arts. More specifically, the job duties include:

- Knowledge of all aspects of the festival and guest services operation to be able to provide accurate and timely information to Venue Coordinators, volunteers, festival participants and festival goers
- Set up of the information/materials side of the Guest Services area. This may include: tables and chairs, rope and stanchions, display materials, laptop(s), printers, décor, signage/maps, etc.
- Maintain a clean and organized operation
- Solicit and collect donations
- Greet festival goers and represent the Festival with a welcoming, positive attitude
- Train and manage volunteers
- Contact and relay information to the Satellite Information Booths and the Venue Coordinators
- Communicate effectively with BOPA staff/Venue Coordinators, Zone Managers, Production Assistants, festival exhibitors, festival participants, volunteers and festival goers
- React quickly and solve problems
- Provide reports to the Festival Coordinator
- Other duties deemed necessary by Festival Management

The required schedule is as follows:

- Festival orientation and site walk-through – week of festival (date TBD)
- Friday, July 21, from 9am to 11pm or clear
- Saturday, July 22, from 10am to 11pm or clear
- Sunday, July 23, from 10am to 11pm or clear

Please note that hours are approximate and subject to change at the discretion of Festival Management. Production Assistants are invited to attend a two-hour city-wide logistics meeting for Artscape held on a weekday in June; this time is unpaid and not mandatory.

### **JOB QUALIFICATIONS**

- Be over the age of eighteen with a valid driver's license
- **Previous Artscape experience required.** Prior proven box office, guest services, and/or information desk experience highly preferred.
- Excellent communication and organizational skills

- Experience with and sense of positive customer service
- Experience with and ability to collaborate and work in a team environment
- Excellent skills in task management and prioritization
- Ability to follow directions, work independently and take initiative
- Skilled in problem identification and resolution
- Able to lift and carry approximately fifty (50) pounds
- Endurance for long hours in an active, stressful production setting with the ability to work outdoors in possibly extreme heat or in wet weather
- Able to responsibly drive a cargo golf cart on the festival grounds for deliveries
- Be high energy!
- Must work all scheduled shifts throughout the Artscape festival

### **BENEFITS TO YOU**

Employer shall pay Contract Employee and Contract Employee shall accept from Employer, in full payment for Contract Employee's services hereunder, compensation at the rate of \$15.00 per hour, subject to all normal payroll taxes and deductions. Based on the short-term nature of Contract Employee's employment, Contract Employee will not be entitled to the payment of other benefits received by regular employees of Employer.

With a passion for the Arts and/or Events Management, you will gain proven knowledge of successfully delivering and managing festivals; great experience for your résumé. Artscape is the largest free outdoor arts festival in the United States.

Lunch, dinner, a festival t-shirt and free parking are provided Friday, Saturday, and Sunday.

### **HOW TO APPLY**

To apply for this position, interested individuals must forward a cover letter, referencing the title of this position, two professional job references, and your résumé to BOPA via email to [MCassard@PromotionAndArts.org](mailto:MCassard@PromotionAndArts.org) to the attention of Markell Cassard. **All resumes submitted without a cover letter and two references will be disregarded. No phone calls, please.**

**The deadline to apply is May 22, 2017 by 5:00pm.**

Please keep in mind we will be contacting only those candidates whom we feel may be a good fit for interviews as we are filling positions immediately.