



Checkroom Attendant

Portland Center for the Performing Arts
Internal, FOTA and general recruitment

- Status:** One part- time position
- Work location:** Portland Center for the Performing Arts
1111 SW Broadway, Portland, Oregon
- Pay:** \$11.51/hour
This position is represented by IATSE Local B-20 and is non-exempt
- Recruitment number:** PCPA-8270-July09
- Application deadline:** July 27, 2009

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

First Opportunity applications will be accepted from residents who live within the First Opportunity Target Area (FOTA) and who meet the qualifying annual household income limit of less than \$25,000 as an individual, or \$40,000 for an entire household, for the past 12 months. If you qualify, please complete the attached Economically Disadvantaged Status Questionnaire. The recruitment process begins with internal applicants who are screened and interviewed. If no internal candidates are selected, then the First Opportunity applicants will be considered.

General applications will be accepted from all applicants.

Please carefully follow application procedures at the end of the announcement.

Position summary

Under the direction of the House Manager or Event Manager, this position greets and directs patrons, checks coats, etc., and collects checkroom fees; acts as night receptionist for events; checks in volunteers and paid staff at the Portland Center for the Performing Arts.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Greets and directs patrons to seat locations, elevators, restrooms, telephones, box office, etc; informs patrons of theater and Metropolitan Exposition-Recreation Commission rules and policies regarding smoking, etc.
- Checks coats, hats, umbrellas, cameras, video equipment, etc.; collects checkroom fees and returns items to patrons upon request.
- Maintains organization of checkroom.
- Acts as lost and found and lost child contact area.
- Counts and/or stuffs programs prior to opening of house in the New Theater Building, and as needed, in other PCPA theaters.
- Checks out Listentec listening system to patrons and gives instruction on their use, collects collateral, cleans and tests system following event.

- Acts as night receptionist for event by answering telephone, responding to questions regarding event and ordering office supplies.
- Checks in volunteers and paid staff (ushers, gate attendants), maintains a record of staff and volunteer attendance, validates parking and answers any questions regarding event.
- As directed by House Manager, is responsible for incoming and outgoing emergency calls (911); notes such calls for inclusion with event evaluation.
- Maintains constant radio communication with the house and reports problems (i.e., patron in wrong seat, flooded restrooms, etc.).
- Performs other miscellaneous and related duties, as needed.

Minimum requirements

High school diploma or GED and a minimum one year experience in dealing directly with the general public in a high volume situation; or any combination of education and experience which provides the applicant with the desired knowledge, skills and ability required to perform the job. Must be 18 years or older. Must be well groomed, dependable, reliable and prompt. Must be available to work days, evenings, weekends and holidays. Daytime availability is preferred. Must abide by the Metropolitan Exposition-Recreation Commission dress/appearance code. Previous experience dealing with crowd management is desirable. Must be able to work as scheduled, depending upon event calendar. Dress code enforced; uniform provided upon receipt of deposit.

Knowledge, skills and abilities

- Knowledge of basic arithmetic, cash handling and cash register balancing.
- Knowledge of telephone and paging device operation and etiquette.
- Knowledge of fire response procedures (including use of fire extinguishers) and safety procedures.
- Skill performing basic clerical tasks.
- Ability to respond effectively, make appropriate decisions, and lead others in emergency or stressful situations.
- Ability to work accurately in time-sensitive settings.
- Ability to various hours, including evenings, weekends and holidays.
- Ability to communicate clearly and concisely with the general public both face to face and over the phone.
- Ability to behave courteously and professionally at all times.
- Ability to operate general office equipment.
- Ability to work in a detailed and methodical manner while maintaining a pleasant, courteous and professional demeanor.
- Ability to stand and/or walk for long periods of time.
- Ability to continuously reach with hands and arms; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Ability to frequently lift, push, pull and/or carry objects up to 25 pounds.
- Ability to occasionally stoop, bend, kneel, sit, perform repetitive motions of hands and wrist, work near or around vibration.
- Ability to grip and handle small objects such as coat-check tags, Listentec headset pads, money, etc.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.

PERS: Metro participates in the Public Employees Retirement System (PERS).

Immigration law notice: Only US citizens and aliens authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's

preference consideration in your cover letter. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to internal, FOTA and general candidates on July 13, 2009.

To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
 - The responses must be addressed individually and included with the application on a separate sheet(s).
 - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
 - Your responses will be used as part of your application evaluation.
1. **This position is part-time and scheduled to work varying shifts depending upon the event calendar (daytime availability is preferred). What days of the week and what hours are you available to work?**
 2. **What experience have you had as a Checkroom Attendant, if any, or in a related position? Please mention company names and number of years worked.**
 3. **What work experience have you had handling cash? Include in your response company names and number of years worked.**
 4. **Summarize your experience working with the general public, both face-to-face and over the phone. Please mention company names and number of years worked.**

Submit your application

Deadline: 5 p.m., July 27, 2009

E-mail: jobs@oregonmetro.gov
Please include the word "Application" in the subject line of your e-mail. Electronic attachments must be in MS Word or PDF format.

Mail or drop off: Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax: 503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

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