



— SANTA CRUZ —
SHAKESPEARE

Parking Team Member

ROLE DESCRIPTION:

Under the direction of the Director of Operations and Parking Manager, Parking team members will assist patrons with entering and exiting parking lots, checking parking passes, and/or collecting parking fees in The Grove at De Laveaga. Parking team members will also help with opening, during, and closing venue tasks with assistance from all front-of-house departments. As well as assistance with preparing member-reserved parking spots and pre-show picnicking tables. Lastly, team members must provide patrons with a memorable theatre experience with Santa Cruz Shakespeare.

ESSENTIAL DUTIES / RESPONSIBILITIES INCLUDE:

- Must be able to give calm and clear directions to arriving patrons.
- Have the ability to maintain sorting and directing high volumes of vehicles (under the supervision of the parking manager).
- Entry-level math skills for counting and collecting parking fees, as well as dispensing change when needed and counting up performance car totals.



- Must maintain a professional demeanor and image to ensure the highest level of customer service.
- Must be able to be diplomatic and take into consideration diverse populations who visit The Grove as well as the limitations of those who volunteer.
- Must be able to manage several responsibilities at once.
- Will be required to work non-traditional hours, including nights and weekends, as assigned.
- Respond effectively during emergencies following approved protocol, including evacuations, and knowing whom to call and which paperwork to fill out and process.
- Communicating any information about performance, good or bad, to the parking manager.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- May have to lift heavy program boxes and tables.
- May have to "refresh" the bathroom as custodial is not always present for performances.
- Help maintain other cleaning responsibilities for "Front-of-House."

QUALIFICATIONS:

- Prior customer service or parking experience recommended but not required
- Have the flexibility to work weekly hours depending on show performances. Performance hours will include evenings and weekends through at least 11 p.m.
- Must work independently and perform in a fast-paced, dynamic work environment.
- Excellent verbal and written communication and documentation skills are required.



- Candidates must be able to successfully handle multiple priorities in sometimes high-stress situations, have the ability to work with the public and possess conflict resolution skills.

COMPENSATION:

The starting pay for this position will be determined based on previous experience and skills, plus overtime and tips (when applicable). This seasonal position runs, and hours will be determined based on the summer performance schedule.

