

Student Assistant Position Description

ABOUT THE EMPLOYER: Texas Performing Arts serves The University of Texas at Austin campus and the Central Texas community at large through a diverse season of exciting live performances, free campus and community engagement events, educational youth programs, and a robust UT Student Engagement Program. Each year we present our Essential Series performances including dance, classical, voice, film, conversation, and more, as well as the Lexus Broadway in Austin Season, and touring concerts and comedy. Behind the scenes, our prop, scene, and paint shops support College of Fine Arts student productions.

Through our Student Employment Program, we provide hands-on professional work experiences alongside industry professionals in nearly every department for undergraduate and graduate UT students from across campus.

JOB TITLE: Student Administrative Assistant (Receptionist) (Federal Work-Study students are encouraged to apply)

POSITIONS AVAILABLE: **4+**

SUPERVISOR: Tim Rogers, Sarah Andrews, Alec Pasquerella

HOURS PER WEEK: 5-10

WAGE: \$10.50/hour

JOB SUMMARY: This position serves as a first contact for clients and customers. The Receptionist answers questions, provides direction, and offers clerical support with general administrative tasks to the entire organization. The Receptionist will also assist with various tasks to improve the efficiency and flow of the back stage area. This posting is for consideration in the Administrative, Loading Dock, and/or Front of House Locations. Some duties and responsibilities are specific to one or the other area.

DUTIES AND RESPONSIBILITIES:

- Act as the first point of contact for guests entering the Texas Performing Arts Administrative Offices or backstage area.
- Assist guests both in person and over the phone with issues relating to upcoming performances and general information about Texas Performing Arts.
- Greet guests as they enter, and remain attentive to answer any questions they might have.
- Have an overall understanding of Texas Performing Arts in order to transfer callers and respond to e-mails appropriately.
- Provide superior customer service, both in person and over the phone.
- Assist in routine data collection and processing.
- Perform data entry/retrieval functions, including the maintenance of existing data files.
- Represent Texas Performing Arts with a pleasant and professional demeanor through all interactions.
- Assist with shipping and receiving of packages for the entire organization.
- Provide customer service for vendors and patrons with parking needs to the facility.
- Monitor the backstage area on show days by allowing and denying access to guests



- according to the rules of each show.
- Provide clerical support, specifically with record keeping and data entry.
- Assist in setting lobbies up for events; moving furniture, setting up tables and chairs.
- Arrive on time for work and maintain a reliable attendance record.
- Dress appropriately for work in a casual, yet professional environment. Work on loading dock will require dealing with outside weather conditions.

REQUIRED QUALIFICATIONS:

- Availability to work scheduled shifts during normal business hours (M-F; 9-5)
- Excellent communication skills.
- Accuracy in spelling, grammar, and punctuation.
- Must be self-motivated, detail-oriented, and able to work with minimal supervision.
- Basic computer skills with a working knowledge of Microsoft Word and Excel.
- Strong independent and collaborative work ethic.
- Responsible, dependable, and punctual behaviors.
- Enjoy working with people of varied backgrounds.
- Proven ability to think quickly on one's feet to solve challenges as they arise.
- Demonstrated ability to tactfully and professionally interact with professional artists and performers, as well as day-to-day interaction with departmental staff and contractors.

PREFERRED QUALIFICATIONS:

- A valid Texas driver's license and acceptable driving record.
- An interest in the performing arts.
- An interest in venue operations, volunteer coordination, and/or customer service.
- Previous customer service work.

ADDED VALUE:

- Real world experience working in a non-profit arts presenter.
- Opportunities for advancement, wage increases, and growth in responsibilities.
- Professional development opportunities and support.
- Offers of comp tickets for some performances.

TO APPLY: Create a single file containing a Letter of Interest, current Resume, and your work availability and save in either Word or PDF format. Send this file and a copy of Work-Study award, if applicable, to Tim Rogers at trogers@texasperformingarts.org.

