



A Contemporary Theatre

Concessions Staff

Salary: \$20/hr + Tips

Status: Part-Time, Non-Exempt

About ACT

ACT is where artistic ambition and civic engagement unite. We envision a world where the power of theatre expands our collective understanding of community and our own humanity. Over the last 55 years, ACT has supported these voices as they sharpen and grow and has honed its mission around nurturing the theatre makers of the next generation.

As the voice of the Pacific Northwest, our commitment to New Works by local playwrights brings Seattle's voice beyond our stages, and into the national conversation. ACT is dedicated to producing bold, relevant, works on contemporary themes that spark an authentic curiosity about the human condition to deliver groundbreaking work.

ACT strives to be a meaningful place to work. We take pride in our accomplishments and recognize our work is dependent upon our highly skilled colleagues and dynamic work teams. We want our art to be joyful and our work to have a spirit of adventure. It is our belief that thoughtful guardrails bolster an environment where we can all be brave and buoyant together. We work hard at building strong and productive relationships and use respectful communication and feedback to maintain them at the highest level. Taking great care to ensure and promote the safety and the wellbeing of our employees, our community, and the environment, we strive to always bring your best self, and to honor the best in others.

About the Role

Do you have a passion for customer service? Do you have a strong desire to work with the public and hold a MAST certification? ACT's patron-focused, impact driven Front of House team is looking for Concessions Staff!

Concessions Staff/Bartender manages the concessions table serving beer, wine, non-alcoholic beverages, snacks, and merchandise. The Concessions Staff/Bartender ensures patrons are served according to WSLCB guidelines and policies. As a patron-facing employee of ACT, they must execute their role with care, warmth, respect, and good judgement.

Benefits include access to \$5 downtown parking, and free tickets to ACT productions. COVID-19 vaccination is a condition of employment.

Responsibilities Include (But Are Not Limited To):

- Stock from and return inventory to concessions/catering room; ensure all alcohol and inventory are locked and secured upon departure
- Prepare concessions table; ensure ample supply of food and beverage for each event
- Maintain a neat, clean, and organized concession sales area
- Ensure garbage, compost, and recycle receptacles are available
- Follow program timeline to ensure optimal patron service
- Knowledge of all products being sold
- Check identification as MAST regulations require for alcohol purchases
- Operate point of sale system accepting credit card payments
- Communicate any issues with the House Manager
- Restore concessions table to pre-show condition



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- Take inventory and inform House Manager of all replenishment needs
- Provide any patron feedback to the House Manager
- Create a welcoming, inclusive, and collaborative atmosphere through honest, clear communication with patrons, staff, and teammates
- Be knowledgeable about ACT mission, values, current productions, season, and upcoming programs

About You

- MAST certification, proof of card, or certificate required
- Strong interpersonal skills with the ability to work under pressure
- Demonstrate exceptional and forward-thinking customer service
- Strong desire to work with the public
- Possess a positive, caring, and respectful attitude
- Availability to work evenings and weekends is essential
- Sound judgement, ability to maintain a calm, professional demeanor in all public-facing situations
- Prior experience performing high-volume customer service-related work
- Possess a positive, caring, respectful attitude
- Familiarity with POS devices; training on our system will be provided
- Regularly required to lift 30 pounds
- First Aid and CPR certification a plus

Equity and Inclusion

ACT is an equity opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, creed, sex, age, national origin, military and/or veteran status, disability, sexual orientation, gender identity or expression, neurodiversity, education, socio-economic status, cultural affiliation, language, marital or family status, genetic information, political ideology, actual or perceived status as a victim of domestic violence, sexual assault, or stalking or any other status or condition protected by the applicable federal, state, or local laws or other characteristics prohibited by law.

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism, and building cultural competency and exhibit a commitment to Equity, Diversity, Inclusion, Accessibility, and Belonging

Physical Skills/Work Environment

While performing the duties of this job, the employee is regularly required to walk and stand for extended periods of time. Strong written command of the English language with the ability to be understood; capable of lifting 25 pounds unassisted.

Work environment includes a variety of environments typical in a theatrical environment, administrative office spaces, and public spaces.

To Apply

Submit resume and interest with "Concessions Staff" in the subject line to work@acttheatre.org