

## **Position Description**

**Job Title:** Bartender

**Reports to:** Patron Manager

**FLSA Status:** Part-Time, Flexible (Hourly, 0-32 hours/week), non-exempt. Schedule includes weekdays, evenings and weekends.

## **Background**

Zeiders American Dream Theater is a 501(c)(3) charitable organization founded on the belief that creativity drives the growth of individuals and communities; and that the imagination, passion, and discipline of creation are universal requirements for all successful endeavors, artistic and otherwise. The Z's mission is to introduce new works and emerging artists, present unique artistic experiences, and inspire creative growth in the Hampton Roads Community.

Zeiders American Dream Theater is a professional, non-profit theater that introduces new works and emerging artists, presents unique artistic experiences, and inspires creative growth in the Hampton Roads Community. The Z's founding principles are that creativity drives the growth of individuals and communities; and that the imagination, passion, and discipline of creation are universal requirements for all successful endeavors, artistic and otherwise.

Our mission is accomplished through programming balanced between developing projects and artists, presenting regional, national and international artists, and community-driven events. The Z includes a 300 seat Main Stage theater and flexible Studio theater with support areas and houses an audio and video recording studio, indoor and outdoor event areas, and offices. This facility is host to all types of experiences from art exhibits, community forums, partnership productions, and our schedule of exciting performances. Outfitted with the premium sound, lighting, and projection equipment, The Z provides an intimate, state of the art experience for audiences and performers.

The Z is quickly becoming an integral part of the community of Hampton Roads; a place of opportunity and entertainment, where artists and audience members are creatively inspired and encouraged to follow their dreams.

The Z is looking for Bartenders who share our vision and embraces an opportunity to be a part of our team.

## **Summary**

The Bartender has a unique opportunity to interact with our patrons and provide them with excellent customer service skills, serving skills, and communication skills at The Z's

Concessions. They are a point of contact for the patrons as they order from Concessions and as they mingle in the lobby. It is imperative to be energetic, knowledgeable, and personable. The House Manager/Box Office Associate is responsible for ensuring that current and new Zeiders American Dream Theater patrons have an enjoyable experience while attending events and performances at The Z. The Bartender will contribute to our continued success by demonstrating unsurpassed guest service, a high level of integrity and ethical standards, and personal, and professional dedication to our Mission, Vision, and Values.

### **Essential Duties and Responsibilities**

- Prepare and serve alcoholic and non-alcoholic drinks in accordance with standard recipes for patrons
- Providing a positive and friendly guest experience by interacting with patrons
- Assess customers' needs and preferences and make recommendations
- Upsell drink and snack items to customers
- Ensure that no one under the age of 21 may purchase or consume any alcoholic beverages by checking IDs of all patrons in accordance with state law.
- Restock and replenish bar inventory and supplies
- Comply with all ABC regulations
- Upsell drink and snack items to customers
- Help to ensure that all alcoholic beverages remain on premises and do not leave the building with any individual in accordance with State Law and The Z's Liquor License.
- Able to provide information to the patron about The Z and Town Center areas
- Work positively with other Box Office staff, Concession Staff, Tech Staff, and Artists and their team and communicate thoroughly with each other.
- Procure IPAD and cash for the concessions register. Responsible for setting up Ipad and Square account for point of sales and for counting and closing out the cash at the end of shift.
- Setup for the designated Concessions Stand (Mainstage of Studio Theater), Set up all concessions supplies in designated area in a timely manner
- Restocking Concessions inventory as needed
- Lifting of boxes of wine or beer, lifting and changing out kegs during shift

- Maintaining a clean, safe work space in concessions
- Communicating with House Management when supplies are low in our concessions closet
- Responsible for end of event cleaning and inventory before leaving, including returning all drinks, snacks, cups, tools, and misc. to their beginning locations and taking trash to the dumpster
- Clean, sweep, vacuum, mop, disinfect, etc.
- Have thorough knowledge of Theater evacuation procedures and be prepared to take assist with evacuation in the event of an emergency.
- Assists with orienting new employees to their work area.
- Follow all Concessions policies and procedures.
- Complete ABC online training and E-Tips training
- Execute other duties as assigned by the management

### **Requirements and Qualifications**

- Experience in a bar or similar environment
- 21 years of age and over
- Must be able to lift up 20-pound and stand for long periods of time
- Strong knowledge of spirits, wine, champagne, and mixed cocktails
- Must be people-oriented, provide outstanding customer service
- Be enthusiastic and pleasant while interacting with customers
- Maintain a clean, well-stocked, and safe working environment
- Pay attention to detail and ability to follow proper procedure and protocols
- Knowledge of applicable ABC laws and regulations
- Impeccable customer service and social perceptiveness
- Professional and clean appearance during work hours
- Ability to enforce company policies regarding the consumption of alcohol
- Accountability in maintaining inventory and processing payments
- Familiar with Point-of-Sale transactions and comfortable with Technology on an Ipad

- Interest in not-for-profit, theater and/or entertainment industries
- Familiar with The Z's website along with current and upcoming performances.
- Familiar with Town Center information to help answer patron's questions about restaurants, parking, events, etc.
- Evening, weekday, and weekend availability, year-round

### **Perks**

- Fun work environment
- Complimentary tickets to shows
- Great location to work with free and convenient parking
- Connected to local arts community

Applicants should email current resume and letter of interest to Donna Minson, Patron Manager at [Donna.Minson@thez.org](mailto:Donna.Minson@thez.org)

The Z is an equal opportunity employer committed to fostering and supporting an inclusive arts community and as such actively seeks opportunities to diversify our staff and does not discriminate in any manner on the grounds of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law. The Z strongly encourages candidates of diverse backgrounds to apply.