

BORD GÁIS ENERGY THEATRE

JOB DESCRIPTION



JOB TITLE	STAGE DOOR KEEPER
VENUE	BORD GÁIS ENERGY THEATRE
REPORT TO	MANAGEMENT

DUTIES

Stage Door is often the first point of contact for internal and external personnel - colleagues, visiting companies, and guests. Your primary goal is to provide an excellent experience to all relevant parties by being welcoming, helpful, accurate, and knowledgeable.

A key role of the Stage Door Keeper is to monitor and facilitate the security and safety of the building.

You will act as reception for the building and be the central point of contact for all internal departments, answering the stage door phone line and provide receptionist and administrative support services.

- Act as liaison between the visiting company and internal departments.
- Create a welcoming environment and provide information to cast and crew.
- Monitor the fire panel and communicate any faults/activations to the relevant parties.
- Monitor CCTVs inside and outside the building and report any suspicious activity to Management.
- Signing in and out of staff and visitors.
- Opening and closing of the theatre.
- Customer service – monitor the stage door phone line and answer customer queries.
- Receive and distribute all post/packages.
- Ad hoc administration tasks as needed.

PERSON SPECIFICATION

PERSONALITY

- Enthusiastic and dedicated to achieving high standards in all aspects of your work.
- Confident and charismatic
- Be able to build and maintain productive relationships.
- Desire to get involved in the team, and the business.
- Naturally curious about the working environment and needs of colleagues and the business.

SPECIALIST SKILLS

- Focused on delivering high levels of customer service.
- Clear and confident communication skills are essential.
- Be well organised with time and resources.
- Microsoft Office skills and general administrative skills.
- Experience of relevant Health & Safety standard.
- Understand and follow company Policy & Procedure for all aspects of your role.

PERSONAL SKILLS

- Take care in providing a comfortable and safe environment for all venue personnel and visitors.
- Are insightful and able to think rationally about problems and deliver practical and pragmatic solutions.
- Able to know instinctively whether a solution looks right or wrong, and act accordingly.
- Confident problem-solving skills.

EXPERIENCE

- Ideally 2 years' experience in a similar reception-based role preferred.
- Experience in delivering quality customer service.
- The ideal candidate has an interest in live events / venue operations.

This position is a part-time casual role, with an average of 20 hours per week, additional hours available during busy periods. The role includes evening and weekend work.

Please apply with CV and cover letter by Wednesday 6th November 2024 to: recruitment@bgetheatre.ie