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THE FOX AND BOULDER THEATER
Z2 Entertainment, LLC
POSITION DESCRIPTION

Security

General Description:

This is a position with varying responsibilities. The primary function of the Z2 Security Staff is to provide a safe and enjoyable experience for our patrons. This position should be viewed primarily as a customer service position. Each security staff member is asked to rotate throughout the venue at different positions based on the event.

DUTIES AND RESPONSIBILITIES – Including but not limited to the following:

- Customer/Client/Artist service is the top priority.
 - Staff should be cognizant of major customer/client service issues, and should intervene when helpful/necessary. Any complaint or issue should be resolved immediately on-site, or a solution proposed and passed along to management for follow-up.
- ENSURE SAFETY of all individuals in our facilities during all times.
- Checking IDs and tickets with astute attention to detail
- Promoting safe alcohol service by monitoring the crowd
- Employee must be TIPS certified within 30 days of hire
- Maintain customer service expectations as set forth by Z2 Entertainment policy and company culture.
- Shifts can include ushering, assistance setting up the room for an event, coat check, maintaining cleanliness, marquee charge, bussing glassware, and conflict resolution
- Help protect the assets of the venue and prohibit

Required Qualifications:

- Excellent customer service skills, communication, team player, and organization.
- Ability to multitask in a face paced environment
- Evening, weekend and holiday work is required in meeting position responsibilities.

Reporting Relationships:

Reports to: Security Manager

Communicates with: MOD, Security Lead, Box Office, Bar, & Production teams

Physical Requirements:

Duties **require lifting and/or carrying of objects weighing up to 50 pounds**. Must be able to climb stairs and ladders. Employees must be in suitable physical shape to meet these

requirements and alert the General Manager and HR/Office Manager immediately if they become unable to do so.

Additional Qualifications:

Every employee at Z2 Entertainment is expected to be a creative problem solver as well as possess a strong and positive attitude regarding customer service, striving to provide a high quality guest and artist experience through every action taken.

Additionally, it is a policy at Z2 that all communication, written and verbal, be open, honest and respectful between all employees, bands, patrons and clients. Any communications that are more “challenging” should be verbal rather than written, using a supervisor as a third party mediator if necessary. This is an essential part of how we operate on a daily basis, and a crucial element in how we approach conflict resolution.