



Job Title: Event Staff
Department: Facilities & Operations
Reports To: Event & Safety Operations Coordinator
Job Status: Part-Time

About the Tobin Center for the Performing Arts

The Tobin Center is San Antonio's premier cultural arts center, dedicated to driving meaningful community change through world-class entertainment, supporting local performing arts, and ensuring accessible arts education. Our state-of-the-art facilities attract diverse audiences with stunning architecture, exceptional acoustics, and a flexible 1,750-seat H-E-B Performance Hall, a 259-seat Carlos Alvarez Studio Theater, and the scenic Will Naylor Smith River Walk Plaza. Beyond our main venues, our campus includes an Administration Building, the Tobin Garage and the "Shirt Factory Building". We also operate Tobin Entertainment LLC, which promotes quality entertainment nationwide, generating vital support for our local programs.

Our Culture

At The Tobin Center, we aspire to be an organization with a **culture of excellence** that attracts and retains the best in the business. Our success is only possible because of our people—a team of passionate professionals dedicated to making a positive impact on our community.

We are committed to creating a **supportive workplace with open communication** where all are treated with dignity and respect, and all voices are heard. **Innovation and collaboration** are at the heart of how we work, driving success through shared ideas and clarity of purpose. We encourage **personal and professional growth** in an eclectic and inclusive workplace that values hard work, initiative, and fun. We assume the best in one another, **cultivating trust and inclusiveness** as we grow together. We embrace a culture of **challenging the status quo**, empowering our people to take risks to achieve our mission.

The Opportunity

Event Staff are essential to The Tobin Center's commitment to providing a safe, welcoming, and world-class guest experience. Under the direction of the Event and Safety Operations Coordinator, Event Staff serve as one of the first points of contact for patrons and play a key role in maintaining order, safety, and professionalism throughout events.

In this highly visible role, Event Staff greet and assist guests, verify credentials, and conduct bag checks in accordance with venue safety protocols. They help enforce policies regarding prohibited items and ensure compliance with all entry and event procedures. During

performances and events, Event Staff monitor assigned areas, respond to guest inquiries or concerns, and remain alert to potential safety or security issues, escalating matters to the appropriate personnel when necessary.

Successful team members demonstrate confidence, attentiveness, and strong situational awareness. They are customer-focused yet assertive when upholding venue standards, capable of handling difficult situations with calm professionalism. The ideal candidate takes pride in representing The Tobin Center and contributes to a safe, enjoyable, and memorable experience for all guests, artists, and staff.

What You'll Do

- Allow appropriate entry into building. Greet guests and address any questions or concerns.
- Consistently survey work areas for any hazards or issues that may exist/arise.
- Keep aisles clear of guests during performances.
- Assist in the exiting of all guests after a performance is over.
- Assist with artists' entry and departure while providing a secure environment during artists' stay on property.
- Demonstrate an understanding of the policies and regulations of the facility and enforce policies and procedures of The Tobin Center.
- Enact the Emergency Action Plan by knowing and understanding evacuations routes and procedures.

Qualifications:

- High school diploma or equivalent required; some college coursework in hospitality, theatre, or event management preferred.
- **At least one year of experience** in customer service, hospitality, or event operations is highly preferred.
- Excellent interpersonal and communication skills with a genuine enthusiasm for working with the public.
- Demonstrated **professionalism, reliability, and punctuality**; able to follow instructions and uphold venue policies consistently.
- Proven ability to remain calm, courteous, and solution-oriented in high-pressure or fast-paced situations.
- Comfortable working collaboratively in a team environment while maintaining an attentive and proactive guest-facing presence.
- Availability to work evenings, weekends, and holidays, with flexibility for late or extended event hours.
- Bilingual (English/Spanish) is a plus.

Schedule & Working Conditions:

This is a part-time position, and hours vary based on event schedule. Flexibility and willingness to work long and irregular hours and days, evenings, weekends, and holidays as needed.

Physical/Mental Demands:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Standing and walking for extended lengths of time.
- Lifting, pushing, pulling, and moving objects up to 30 lbs.
- Ability to communicate effectively.
- Ability to make quick decisions in a fast-paced environment.

Links:

Communication:

Mail resumes to The Tobin Center offices at:

115 Auditorium Circle
San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to: LuAnn.Stidham@tobincenter.org