



Job Description

Job Title: Event Staff Shift Lead
Department: Facility Operations
Reports to: Event & Safety Operations Coordinator
FLSA Status: Part-Time; Exempt

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 Shift Leads report to Tobin Center Event & Safety Operations Coordinator. The primary objective of Event Staff Shift Lead is to make sure Event Staff are in position for each event and carry out their duties, greet guests upon arrival, acknowledge the appropriate admission badge or credential and allow only authorized guests' entry into the venue. Responsibilities also include providing general information and assistance to guests. Event Staff

setup security equipment for every event; metal detectors, wands, light, baskets and any other necessary equipment. Lead person to enact emergency procedures with Event Staff.

As an integral member of our team, this person will help enforce the policies and procedures of The Tobin Center and ensure Event Staff are doing the same. He/she should possess the ability to work independently and as a team member. Event Staff Shift Leads should possess the willingness and flexibility to work with a diverse population of guests, vendors, clients and Tobin Center staff.

What You'll Do

- Supervise Event Staff personnel with operation of facility.
- Oversee Fire Panel Personnel and brief Event Staff on Fire Panel.
- Maintain effective communication with Box Office and Production team.
- Interact with concession/catering company to support operations during events.
- Greet guests and address any questions or concerns.
- Assist Event Staff with setting up metal detectors, bag checks, checking people in at loading dock and monitoring cameras.
- Consistently survey work areas for any hazards or issues that may exist/arise.
- Keep aisles clear of guests during performances.
- Oversee and assist Event Staff 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.
- Other duties as assigned by Event & Safety Operation Coordinator.

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 accommodations 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.
- Judgment, problem solving, decision-making and supervisory skills

What You'll Bring

- High School graduate
- Ability to work nights and weekends

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.

Communication:

An Application for Employment must be filled out in order to be considered for employment. The Tobin Center Application may be found at www.tobincenter.org under the “About” tab. Please send an availability schedule and resume in addition to your Application.

Mail Application to The Tobin Center Administrative Offices at:

115 Auditorium Circle

San Antonio, TX 78205

Attn: LuAnn Stidham

Or email to: LuAnn.Stidham@tobincenter.org