

OPERATIONS JOB DESCRIPTION SUMMARIES -- 2012

About Starlight Theatre

Presenting Broadway entertainment since 1951, the non-profit Starlight Theatre Association is Kansas City's oldest and largest performing arts organization. It operates, programs and maintains the 16-acre Starlight Theatre complex, assuming all annual operating costs for the complex while also raising funds for programs including national Broadway musical performances, concerts, community outreach and performing arts education. In 2011, Starlight will host five Broadway musicals at the Theatre in Swope Park, as well as more than two dozen concerts in the 2012 series.

During the past 15 years, Starlight has contributed more than \$25 million of privately funded improvements to the Kansas City, Mo.-owned theatre. Starlight also donates 364 seats for each Broadway show performance night to regional not-for-profit organizations serving the disadvantaged.

In 2010, Starlight Theatre was voted "Favorite Performing Arts Venue" and "Favorite Concert/Live Music Venue" in the Kansas City Convention & Visitors Association's Visitors' Choice Awards program. Starlight also received a Gold Award for "Best Performing Arts Venue" and Silver Award for "Best Theater" in 2010 Best of Business Kansas City Awards. The theatre seats approximately 8,000 and is located in Swope Park.

For more information regarding Starlight Theatre, visit our Web site at www.kcstarlight.com.

Summary

Starlight Theatre is seeking seasonal F/T & P/T positions for day & evening shifts.

- Maintenance / Grounds
- Housekeeping

Successful applicants must possess an excellent work record, the ability to follow instructions, a positive attitude, dependable transportation, be Guest-oriented, work well with others. Problem-solving skills and the ability to work alone or on a large team with shared and individual responsibilities are very important.

The **EVENT HOUSEKEEPING** Associate's duties include but are not limited to: interacting with Guests, cleaning and stocking of restrooms, keeping the grounds clear of debris and spills of all kinds, replenishing program book supplies, emptying waste and recycling receptacles, clearing and cleaning public outdoor dining areas, performing incidental repairs and other tasks that enhance the Guest experience during an event. All Associates will embody our framework for success as defined in Starlight's Guest

Interaction Guidelines. Each Associate will embrace the four key drivers of Guest satisfaction:

- Make each Guest feel special
- Treat each Guest as an individual
- Pay attention to each Guests children (or partner/spouse/companion(s))
- Be able to answer any and all Guest questions

This position works during events only.

Starting pay for this position is \$8.50/hr.

The **GROUNDS / MAINTENANCE** Associate's duties include, but are not limited to: preventive maintenance, routine maintenance (HVAC, electrical, plumbing, light carpentry, metal fabrication, small engines, etc.), waste and recycling removal, restroom and general facility cleaning (including power washing, scrubbing, fire hosing and sanitizing), event setup & breakdown and assisting other departments and projects as they arise to maintain the Theatre in pristine shape at all times. This job requires the candidate be able to lift heavy materials and objects, work outdoors in all weather, work independently as well as part of a team. In addition, the successful candidate must be self-motivated, flexible, a problem solver and have the ability to work early mornings, days, weekends, holidays and extended hours. All Associates will embrace our framework for success as defined in Starlight's Guest Interaction Guidelines. Forklift certification, as well as a safe operating record, is preferred but not necessary.

Starting pay for this position is \$8.75/hr. – upon successful completion of an Associates' seasonal employment term, this position is eligible for a \$.60/hr bonus for all non-OT hours worked over the course of the summer.

All Associates must attend a pre-season orientation on Saturday, April 7 from 8a-11a at Starlight Theatre.

If you are interested in being considered for one of the above positions, please submit a *fully completed* application and cover letter to Justin White, Director of Operations & Theatre Plant, at justin.white@kcstarlight.com.