



Event Screener Job Description Part-Time

SUMMARY

Join Team DPAC as an Event Screener, where you'll be at the heart of enduring safety and order during our exciting performances. Whether it's a sold-out concert or comedy show or a blockbuster Broadway Production, you'll be one of our unsung heroes working behind the scenes to ensure everyone has a secure and enjoyable experience. As an Event Screener, you'll also be a friendly face to our guests, ready to answer questions and lend a helping hand. As the event goes on, you'll smoothly transition into an usher role, guiding guests to their seats and making their visit even more memorable. Come be a part of creating unforgettable moments at DPAC.

WORK SCHEDULE

Part-time position. Work occurs during daytime, evenings, weekends, and some holidays.

COMPENSATION

- \$14.50 Hourly

WHAT YOU'LL DO

- **Customer Service Approach:** Excel at providing excellent customer service, providing a warm and welcoming smile, and while using a how can we assist you today outlook.
- **Screening Guests:** Monitor designated entrances to screen guests to ensure safety and security.
- **Secondary Guest Screenings:** If a guest triggers an alarm or appears suspicious, conduct a secondary screening. Use handheld wands or perform manual pat-downs as needed. Maintain a professional and courteous demeanor throughout the process.
- **Guidance and Assistance:** Provide directional assistance and guidance to guests as needed.
- **Usher Transition:** Transition to an usher role if assigned to seating areas after guests have entered the venue.
- **Crowd Control:** Assist in managing crowd situations when required.
- **Supervisor Instructions:** Follow instructions from supervisors regarding assignments and duties.



WHAT YOU'LL BRING

- **Calm Under Pressure:** Demonstrates the ability to remain composed in challenging situations.
- **Adherence to Protocols:** Commits to following safety and security protocols and guidelines.
- **Flexible Availability:** Available for flexible hours, including evenings, weekends, and holidays.
- **Customer Service Excellence:** Skilled in high pressured situations while delivering exceptional customer service.
- **Experience:** Possess proven experience in crowd management, access control, deployments, and evictions, with at least one year in event screener or security roles.

PHYSICAL REQUIREMENTS

- Perform duties outdoors in all weather conditions.
- Require effective vision and communication skills through speech and listening.
- Involve continuous walking, occasional sitting, and lifting.
- Ability to stand, walk, and climb stairs throughout a shift.

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