American Repertory Theater Bartender/Merchandise Sales
Contact: Matt Spano, A.R.T. Front of House Manager
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The American Repertory Theater believes that the audience’s experience begins not when the curtain goes up, but instead as soon as they enter the door to the building. That means that every member of the Patron Services team—of which the Front of House (FOH) staff is an integral part—are not merely in place to sell and scan tickets or to serve concessions, but rather to be ambassadors of the organization.

Bartender Job Description:
Under the direction of the Front of House Manager, the Bartender is responsible for the set-up of all bars and merchandise booths as well as service to all patrons in the Loeb Drama Center. Bartenders are expected to offer the highest level of customer service possible to all patrons and any other member of the public or staff they may encounter. Due to the volume of sales in a short timeframe, it is essential that anyone applying have great customer service skills and experience in high-volume retail and/or food & beverage service. As a member of the Front of House Staff, they are also expected to carry out any job function the House Manager deems as appropriate, including care and maintenance of the public spaces and helping with Ushering duties as needed. Additionally, all bartenders are eligible to pick up and work Ushering shifts.

Responsibilities Include:
- Arriving promptly to the theater and being ready to work when shift begins.
- Maintaining the cleanliness of all bar/merchandise areas. This includes the cleaning of utensils, carafes, bar rags, etc.
- Maintaining food and beverage stocks according to food safety standards.
- Responsibly serving liquor in accordance with state, national, and A.R.T. standards.
- Organizing all food, beverage, and merchandise items.
- Assisting House Manager with inventory control systems.
- Being aware of and enforce appropriate house/theater rules.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Producing/distributing quality beverages and concessions at a high rate of speed.
- Excellent cash handling of US currency and processing of credit/debit card via the utilization of a Point of Sale (POS) System.
- Excellent customer service.

Position Requirements:
- Must be a team player with the ability to adapt to different situations with ease.
Must be a self-starter and proactive in their work.
Must be able to multi-task and problem solve in high stress situations.
Ability to work with little supervision; self-starters are highly sought.
Demonstrate an understanding of, sensitivity to, and appreciation for the diverse ethnic, socio-economic, disability, and gender diversity of patrons and staff attending or working with the American Repertory Theater.
Have a valid TIPS (Training for Intervention Procedures) certification or equivalent (TIPS certification not needed for merchandise booth sales; ability for TIPS training through the A.R.T. is possible but not guaranteed.)
Must have excellent communication skills; an ability to communicate effectively, concisely, and enthusiastically with patrons is needed.
Must have a High School Diploma or equivalent.
Proof of eligibility to work in the United States; must be at least 18 years of age.
Requires ability to work flexible and varying hours including nights, weekends and holidays as required by performance schedule.
Must be available to work at least 2 shifts per week.
Service and cash/credit handling experience in a high volume retail and/or food service environment is necessary.
Knowledge of A.R.T.’s POS/ticketing system Tessitura is not required, but helpful. Training will be provided.

**Physical Requirements:**
- Ability to descend/ascend stairs.
- Ability stand for long periods of time.
- Ability to read small print.
- Ability to lift up to 50lbs.
- Ability to bend, stretch, reach and kneel without restriction.
- Set up and breakdown of all work stations.

**Salary:**
- Hourly at $14/hour—bar/merch; $12/hour—usher

**A.R.T. Mission Statement:**
The A.R.T. expands the boundaries of theater by transforming the ways in which work is developed, programmed, produced, and contextualized, always including the audience as a partner.

*The A.R.T. & Harvard University are Equal Opportunity Employers.*