



425 Lafayette Street
New York, NY 10003

Front Desk Attendant – Overhire

The Public has produced shows at its downtown home on Lafayette Street since the 1960s and currently produces a full season of shows year-round including classics, musicals, and new works. The building at 425 Lafayette is a landmark that was initially constructed beginning in 1850 as New York City's first free public library.

The Operations Department is seeking overhire Front Desk Attendants to provide exceptional customer service at the 425 Lafayette Street Information Desk. The Front Desk Attendant serves as the face of The Public for patrons and as a liaison between visitors/callers and staff and between departments.

Responsibilities:

- Greet guests/patrons & relay information relating to upcoming programs/events/general Public Theater knowledge, upholding the highest standard of customer service
- Receive visitors meeting with Public Theater staff members.
- Accept/Track deliveries from mail carriers, vendors, catering, individual food etc.
- Serve as the point of contact for Public Theater staff on behalf of the Operations Department, relaying building maintenance and other requests
- Keep track of building activity and work with security to manage lobby flow
- Answer front desk phones, responding to inquiries and directing calls to appropriate staff members.
- Manage and track all lost and found items.
- Perform additional duties, as assigned

Requirements:

- Strong customer service, communication, and phone skills
- Exceptional ability to multi-task
- Knowledge of general theatre production principles
- Strong understanding/ability to articulate The Public Theater's mission, strategies & programming
- Strong ability to follow standard department processes and operating procedures
- Strong analytical thinking and problem solving skills
- Detail oriented and excellent organizational skills
- Ability to lift 25+ lbs.

The Public is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment

without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

This is a **part-time, fill-in position**. You will filling in for our full-time front desk staff on an as needed basis. Non-Exempt position, according to the Fair Labor Standards Act. Rate is \$16/hr. No phone calls please.

This is a Non-Exempt position according to the Fair Labor Standards Act. Position is available immediately.

Please send resume and cover letter to opsjobs@publictheater.org with “Front Desk Attendant” in the subject line.