

J O B D E S C R I P T I O N



POSITION: FRONT OFFICE ASSISTANT (Morning Shift)
REPORTS TO: Associate General & HR Manager
DEPARTMENT: Business
COMPENSATION: \$16.90 Hourly
STATUS: Part-time, Non-exempt
TYPICAL SCHEDULE: Monday-Friday, 9am-1pm

ABOUT THE POSITION

South Coast Repertory (SCR) is seeking a Front Office Assistant to support the reception area duties and greet staff, guests, and vendors at the theatre's administrative entrance. This position is part of the three (3) person Front Office team and is the primary receptionist for the morning shifts: 9am-1pm Monday-Friday. The Front Office team also provides shift coverage for each other when a member is sick or on vacation.

A great fit for this role means you enjoy creating a comfortable environment for staff/visitors and can communicate with tact and patience over the phone or in-person. The Front Office Assistant supports SCR's mission, strategic goals, and Equity, Diversity, Inclusion, and Belonging (EDIB) core values through their commitment to offering a welcoming spirit to all employees and artists, handling sensitive information and phone calls with decorum, and championing SCR's artistic endeavors within the community.

ABOUT THE ROLE

Greeting & Communication

- Greet staff, visitors, and vendors at the Theatre Administrative Entrance warmly and professionally.
- Cultivate an environment that centers SCR's mission and EDIB Core Values.
- Print and post the one sheets for all productions as provided by the Artistic department.
- Answer incoming calls on the main SCR phoneline. Transfer calls to correct department/staff member.
 - Provide appropriate customer service to patrons.
 - Promote SCR's seasonal programming.
- Handle sensitive/confidential information appropriately and as directed.
- Communicate deliveries to receiving department/staff member.
 - Hand-off deliveries for visiting artists to the Company Manager.
- Radio Facilities & Operations department to signal supply deliveries or vendor arrivals.

Administrative Support

- Update SCR Extension List and other staff directory materials with new hires and offboarded employees.
- Assist with office supply inventory and ordering as requested by supervisor.
- Distribute weekly paychecks on Thursday's and return remaining checks to the Box Office at end of day.
- Assist other departments with projects as requested, which frequently includes program stuffers and mailing assembly.
- Provide shift coverage for other Front Office Assistants.

ABOUT THE PERSON

Qualities and skills that best serve a Front Office Assistants may be:

- Previous experience as a receptionist or administrative assistant highly valued



- Experience working in an office environment and/or with artists
- Strong communication, organization, and collaboration skills
- Experience with Microsoft Office Suite - SharePoint, Excel
- Commitment to equity, diversity, inclusion and belonging and enthusiasm to nurture an anti-racist work culture

SCR CULTURE AFFIRMATIONS

The Front Office Assistant serves as an essential contributor to South Coast Repertory's culture and success by embracing these affirmations:

- **I am a leader.** My actions drive the success of SCR by expanding our impact, building community support, and delivering results for our team. I lead by example.
- **I am a collaborator.** I bring my best, contributing my unique skills fully as we co-create our work. Our interdependent team navigates the unknown together.
- **I am an advocate for an inclusive workplace.** I celebrate the contribution of diverse perspectives. I work to create an environment of safety, support and accountability so everyone can thrive.
- **I am a lifelong learner.** I commit to continuous growth – for myself and of others – by staying current in my field and supporting a culture of initiative and innovation.
- **I serve as a representative of SCR.** I embody SCR's mission, vision, and values in all aspects of work.

WORKING CONDITION

Regular tasks of this position may include:

- Sitting for 3-4 hours at a time
- Answering/dialing phones
- Extended periods of time spent at a computer

TO APPLY

To be considered, please submit a cover letter, resume, and three references to jobs@scr.org.

SCR is a proud equal opportunity employer, embraces diversity and is committed to creating an inclusive environment for all employees.