



FAQ FOR EVENT STAFF

Q. What does Event Staff do?

- A. Event staff are the main faces customers see at the venue when they arrive. Main duties include:
- a. Ticket Scanning
 - b. Wanding for metal objects
 - c. Checking IDs for people 21+
 - d. Checking bags for prohibited items
 - e. Preventing people from entering areas they are not allowed to enter
 - f. Enforcing house rules such as no smoking, no photography
 - g. Assisting in setting up the room before concerts, such as trash cans, paper towel dispensers, barricades, tables/chairs, etc.
 - h. Assisting in taking down the room after concerts, such as emptying trash cans, mopping floors, cleaning restrooms and common areas
 - i. Monitoring patrons for disruptive behavior

Q. How many hours are available?

- A. It depends, but generally Event Staff work between 12-30 hours per week. It would be a discussion with you once hired how many hours you can/want to work.

Q. How many people are on the Event Staff team?

- A. About 15-20.

Q. What is the pay?

- A. Pay is \$12.50 per hour to start, but if you have experience in crowd management and/or working at venues, we may consider an experience-based adjustment.

Q. What are the hours?

- A. It depends, but this is generally an evening job. Shifts typically range from about 5 PM to midnight, but sometimes longer depending on the show.

Q. How long are shifts?

A. It depends, but typically shifts are between 5 and 8 hours long.

Q. How old do I have to be?

A. 21.

Q. How often would I get paid?

A. Every two weeks.

Q. Cleaning restrooms and mopping floors doesn't sound super great—do I have to do that?

A. This is the least fun part of the job, but you do not have to clean them perfectly. A janitorial company comes the next day to give restrooms and floors a thorough cleaning, but you do have to do some basic cleaning and mopping.

Q. Do I have to wear a uniform?

A. Yes, there is a WOMH-issued blue shirt that you must wear, in addition to close-toed shoes for your safety.

Q. Will I have to break up fights?

A. Generally physical altercations at WOMH are rare, but they do happen. In those situations, you may be asked to intervene to physically separate people. Training on de-escalation is offered, of course. If this aspect of the job concerns you, you may request to be limited to certain things such as ticket scanning, wandering, checking IDs, etc.

Q. What kind of work environment would I be in?

A. The work environment is fun, as we all work in the concert business. Your co-workers will generally be in their 20s/30s, you will meet lots of different people, work in an exciting environment, check out shows of all sorts, and work with like-minded people that love live music. However, it is a job with specific duties, and the team is very focused on providing a safe and pleasant experience for our guests and artists. Thus, even though it's a fun environment, it is important to remain focused on job duties.

Q. Is there any special equipment associated with the job?

A. Yes, a two-way radio will be issued to you for each show, so that you may communicate with others on the Event Staff. You may also be given such things as masks, gloves, etc., for health/safety reasons.

Q. Will I get perks like free tickets for me and my friends for working here?

A. From time-to-time, depending on the show.

Q. Will I get to watch the show while working?

- A. Generally not, because you will be busy with your regular job duties, but when it is slow, you may be able to enjoy some of the show. And the music and effects will always be present to a certain extent while working.

Q. Who is going to be my “boss?”

- A. A senior Floor Manager will be your direct supervisor.

Q. Is the job indoors or outdoors?

- A. Both, depending on the location of the show.

Q. What are the physical requirements of this job?

- A. Because you must be able to respond to events quickly, you must be mobile enough to walk/run at a reasonable pace. You must also be able to lift objects weighing at least 40 pounds, be comfortable moving in crowded spaces, be able to work outdoors a minimum of 6 hours at a time, be able to stand for a minimum of 6 hours, have adequate hearing to use two-way radios, be able to climb stairs, be able to crouch and extend your arms, be able to work in potentially loud environments, and be able to visually identify potential issues.

Q. Will there be a criminal background check as a condition for employment?

- A. Yes.

Q. Will I be required to provide employment eligibility (I-9)?

- A. Yes.

Q. Is there an opportunity to “move up” and do something else at the venue?

- A. Many of our staff started as Event Staff, including our promoter reps, merch manager, site operations team, and box office personnel. It is certainly an option, but you must first do a good job as Event Staff.

Q. How are my shifts managed and how do I clock in and out?

- A. We use the wheniwork app. If you do not have access to a smartphone, let us know and we can assist.