



Guest Services Associate -

Arts United of Greater Fort Wayne, Inc.
300 E Main Street, Fort Wayne, IN 46802
www.artsunited.org (260) 424-0646

Job Summary:

Reporting to the Associate Director of Guest Experience, Bartenders are the principal operators of the bar service offered during public and private events held at the Arts United Center. Bartenders are responsible for providing a pleasant and safe experience for the public and presenting organizations which utilize the Arts United-owned facilities.

Classification:

Part-time, nonexempt, employee. Shifts and hours vary depending on the event schedule each week and include nights, weekends, and occasional holidays. This is an hourly, tipped position.

Key Responsibilities:

- Preparing bar(s) in advance of event(s)
- Processing patron orders in a timely and efficient manner
- Providing excellent, best-in-class customer service to all patrons and guests of Arts United-owned facilities
- Stocking inventory during an event and assisting the Patron Experience Manager with inventory management and deliveries
- Adhering to food safety guidelines for handling and cleaning of all surfaces and equipment
- Using a Point-of-Sale system and accurate cash handling
- Collaborating with team members and being an exceptional team player
- Possessing general knowledge of the building and emergency procedures
- Tactfully maintaining event and guest policies to mitigate risk and provide guests with a safe, comfortable experience
- Other duties as assigned

Position Requirements:

Bartenders must have participated in all ATC training and possess a current alcohol serving license from the ATC and attend mandatory staff trainings upon hire and annually. Physical requirements include the ability to stand for 4-5 hours at a time, the ability to climb stairs, and the ability to lift 20 pounds independently and 50 pounds with assistance. Candidates must possess good interpersonal skills, the ability to follow instructions, and adhere to safety rules. The ideal candidate will have customer service and cash-handling experience, as well as telephone and computer skills. They must be able to assess and react to situations appropriately with safety and patron experience in mind. An appreciation of the

arts is preferred but not required.

Application:

Return completed application ([download here](#)) via email to events@artsunited.org.