

JOB DESCRIPTIONS

Poconos Park Amphitheater

2023/2024 Season

Hi! We're glad you found us.

We're looking to fill up this amphitheater, not only with guests but also with staff!

Prior event/festival experience is a huge plus!

Short Term / Seasonal

Event Staff

Long term

Current Positions include:

POCONOS LIGHTS

Job Title: Technical Lead - Poconos Park

Starting ASAP!

Days include Thurs-Sunday, 3-11pm, daily between 12.21-12.31

Must be available to work Christmas and New Years Eve.

Job Description: Poconos Park Amphitheater and Event Center is seeking a dedicated and organized Technical Lead with Audio/Video skills. The ideal candidate will be responsible for ensuring smooth, efficient technical operations of the current Drive Through Christmas event.

Key Responsibilities:

1. Asset Management/ Technical Maintenance:
 - a. Oversee the functionality of all light displays.
 - b. Maintain tools, Equipment and all assets.
 - c. Monitor safety operations on site.
 - d. Implement procedures to optimize and improve the experience and event road map.
 - e. Implement safety protocols to prevent accidents and ensure the well-being of attendees and staff.
 - f. Handle electrical / power needs.
 - g. Turn on / Turn off displays, ability to read and understand the technical procedures checklist and trouble shoot as needed.
2. Customer Service:
 - a. Assist guests in case of emergency on site, such as a car breaking down, needing to exit.
 - b. Offer guidance and assistance to attendees, enhancing their overall experience at the venue.
3. Reporting and Documentation:

- a. Maintain accurate records of assets and their status and functionality, including a service/maintenance record and transportation usage.

Physical Requirements:

Ability to stand for extended periods and lift/move items weighing up to 25 pounds.
Comfortable working in outdoor conditions during varying weather conditions.

Benefits:

Competitive hourly wage
Employee discounts on food and beverages
Fun and festive work environment

Poconos Park is an equal opportunity employer, and we encourage individuals of all backgrounds to apply.

To apply, please submit your resume and a brief cover letter outlining your relevant experience and why you would be a great fit for this position. We look forward to welcoming you to our team and spreading holiday cheer together!

Job Title: Box Office Ticketing Scanner - Drive Through Christmas Light Show

Job Description: We are seeking enthusiastic and reliable individuals to join our team as Box Office Ticketing Scanners for our Drive Through Christmas Lights Show. As a Box Office Ticketing Scanner, you will play a key role in ensuring a smooth and enjoyable experience for our visitors during the holiday season.

Responsibilities:

Ticket Scanning: Scan tickets and verify their authenticity at the entrance gate of the drive-through Christmas lights show.

Customer Service: Greet visitors with a friendly and welcoming attitude, providing excellent customer service and answering any queries they may have about the event.

Cash Handling: Accurately handle cash transactions, provide change, and maintain a secure cash drawer throughout the shift.

Crowd Management: Assist in managing the flow of vehicles, ensuring a safe and organized entry and exit process for all visitors.

Event Information: Provide visitors with relevant information about the event, including show timings, route details, and any special attractions or activities.

Problem Resolution: Address and resolve visitor concerns and issues professionally and efficiently, escalating matters to supervisors when necessary.

Teamwork: Collaborate effectively with fellow staff members to maintain a cohesive and positive work environment.

Requirements:

Customer-Focused: Friendly and approachable demeanor with excellent customer service skills.

Detail-Oriented: Ability to accurately scan tickets and handle cash transactions with precision.

Communication Skills: Clear and effective communication skills to assist visitors and work collaboratively with colleagues.

Punctuality: Reliable and punctual attendance is crucial to ensure the smooth operation of the event.

Adaptability: Ability to work outdoors and adapt to varying weather conditions.

Team Player: Willingness to work as part of a team and assist in various tasks as needed.

Availability: Flexible availability, including evenings, weekends, and holidays, as the event may operate during non-traditional hours.

Preferred Qualifications:

Previous experience in customer service, event management, or a similar role is a plus.

Familiarity with ticketing systems and cash handling procedures is advantageous.

Joining our team as a Box Office Ticketing Scanner offers an exciting opportunity to be part of a festive holiday event, spreading joy and creating memorable experiences for families and visitors. If you are enthusiastic, reliable, and enjoy interacting with people, we invite you to apply and be a part of our magical Christmas lights show!

Job Title: Concession Sales Associate - Drive Through Christmas Light Show

Job Description: Poconos Lights Drive Through Christmas Show is seeking enthusiastic and customer-focused individuals to join our team as Concession Sales Associates. In this role, you will be responsible for providing exceptional service to our guests while operating concession stands at our drive-through Christmas show. You will have the opportunity to create a festive atmosphere and contribute to the overall enjoyment of our visitors.

Key Responsibilities:

Greet and assist customers with a friendly and positive attitude.

Operate cash registers and handle cash transactions accurately.

Prepare and serve a variety of food and beverage items, ensuring quality and presentation.

Maintain cleanliness and hygiene standards in the concession area, including food preparation and serving areas.

Restock inventory and maintain appropriate stock levels throughout the shift.

Follow food safety guidelines and ensure compliance with health and safety regulations.

Provide information about menu items, specials, and promotions to customers.

Address customer concerns and resolve complaints in a professional manner.

Collaborate with team members to ensure smooth operation of concession stands.

Assist in setup and cleanup duties before and after operating hours.

Qualifications:

Previous experience in customer service or food service is a plus.
Strong communication and interpersonal skills.
Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
Attention to detail and commitment to providing excellent customer service.
Basic math skills and ability to handle cash transactions accurately.
Willingness to work evenings, weekends, and holidays as required.

Physical Requirements:

Ability to stand for extended periods and lift/move items weighing up to 25 pounds.
Comfortable working in outdoor conditions during varying weather conditions.

Benefits:

Competitive hourly wage
Employee discounts on food and beverages
Fun and festive work environment

Poconos Lights Drive Through Christmas Show is an equal opportunity employer, and we encourage individuals of all backgrounds to apply.

To apply, please submit your resume and a brief cover letter outlining your relevant experience and why you would be a great fit for this position. We look forward to welcoming you to our team and spreading holiday cheer together!

Job Title: Parking and Transportation Coordinator - Poconos Park

Job Description:

Poconos Park Amphitheater and Event Center is seeking a dedicated and organized Parking and Transportation Coordinator to manage our parking facilities and transportation services. The ideal candidate will be responsible for ensuring smooth traffic flow, efficient parking operations, and excellent customer service during our events.

Key Responsibilities:

4. Parking Management:
 - a. Oversee the parking areas and ensure efficient use of space.
 - b. Direct vehicles to appropriate parking spots and maintain organized parking arrangements.
 - c. Monitor parking facilities to prevent overcrowding and ensure safety.
 - d. Implement parking policies and procedures to optimize space and improve traffic flow.

5. Transportation Services:
 - a. Coordinate shuttle services and other transportation options for event attendees.
 - b. Work with transportation vendors to schedule and manage shuttle routes and timings.
 - c. Provide information to guests regarding available transportation services and schedules.
 - d. Ensure the timely and safe arrival of attendees using various transportation methods.
6. Customer Service:
 - a. Assist guests with parking-related inquiries and provide excellent customer service.
 - b. Handle guest complaints and issues related to parking and transportation promptly and professionally.
 - c. Offer guidance and assistance to attendees, enhancing their overall experience at the venue.
7. Traffic Control and Safety:
 - a. Manage traffic flow before and after events to minimize congestion and ensure safety.
 - b. Collaborate with local law enforcement and traffic management authorities to coordinate traffic control efforts.
 - c. Implement safety protocols to prevent accidents and ensure the well-being of attendees and staff.
8. Reporting and Documentation:
 - a. Maintain accurate records of parking attendance, revenue, and transportation usage.
 - b. Generate regular reports detailing parking and transportation statistics. Analyze data to identify trends and make recommendations for improvements.

Qualifications:

High school diploma or equivalent; some college coursework preferred.

Previous experience in parking management, transportation coordination, or a related field is desirable.

Strong organizational and multitasking skills.

Excellent communication and interpersonal abilities. Ability to work flexible hours, including evenings, weekends, and holidays.

Problem-solving mindset and ability to handle stressful situations with composure.

Join our team and contribute to creating exceptional experiences for our event attendees. Poconos Park Amphitheater and Event Center offers a dynamic work environment and opportunities for professional growth. Apply now to be a part of our dedicated team!

Job Title: Traffic Control / Attendant

Job Duties/Requirements:

Experience with festival / event transportation and ingress/egress operations

Responsible for the efficient direction of festival goer vehicles in and out of the Poconos Park parking lot.

Guide guests' vehicles into the appropriate lane/spot under the direction of our Parking Manager, direct them to the proper exit upon departure and keep cars off of restricted roads.

High school diploma or equivalent

Excellent communication and interpersonal abilities. Ability to work flexible hours, including evenings, weekends, and holidays.

Custodial Staff

- Per Event
- Seeking long term fit
- Monitor cleanliness of facilities during event days
- Service and clean facilities overnight to prepare for next day operations

Production/Stage Manager

- ***DETAILS COMING SOON***

Site/Facilities Manager

Seeking Long term

Structure:

Manage Poconos Park, Mama Bears and sister facilities including but not limited to grounds, buildings and event or festival site build. Direct and lead the Poconos Park facility and site full or part time staff, vendors, contractors and more as it relates to the grounds, buildings and event or festival site. Maintain and manage service of owned or rented site assets, equipment and fleet of vehicles, trailers and more.

Support and work directly with CEO and Management Team, Director of Operations, Main Stage/Festival Production Manager, Special Event Rentals, General Contractors, Accounting/Business Manager, General Counsel and other team members.

DUTIES: *partial*

- Grounds Maintenance including landscaping, mowing, plowing, etc
- Facility & Site Asset Management: inventory, organization, maintenance, set-up, etc
- Manage Festival, Show or Event vendors
- Coordinate and manage contractors, vendors and others as as they arrive and work on site
- Manage, schedule and lead part time & full time support maintenance crew, subs and vendors



Job Title: Lake House Venue Assistant

DUTIES: *partial*

1. Perform general maintenance, including cleaning the Lake House venue's kitchen and common areas.
2. Support lawn maintenance and enhance property aesthetics.
3. Assist in lake maintenance, including docks and waterfront cleanliness.
4. Set up and arrange furniture and equipment for events.
5. Collaborate for venue functionality and cleanliness.
6. Participate in event setup and teardown.

Qualifications

1. Previous experience in maintenance and event setup is a plus.
2. Basic knowledge of kitchen cleaning and sanitation.
3. Ability to lift and move heavy items.
4. Organizational skills and attention to detail.
5. Flexibility for event work.
6. Effective teamwork and communication.
7. Familiarity with outdoor venues and equipment handling a plus.