



## Seattle

### GENERAL INFORMATION

**Position Title:** Audience Concierge & Map Maker

**Pay Status:** Non-Exempt

**Job Status:** Full Time, Seasonal

**Reports To:** Director of Ticketing & Audience Services, Food and Beverage Director

**Employer:** TZZ LLC (dba Teatro ZinZanni)

**Start Date:** 09/09/2025

**Compensation:** Hourly/\$30

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### SUMMARY:

Teatro ZinZanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a fabulous multi-course meal.

The smooth operation of Teatro ZinZanni is based on teamwork and the shared responsibility of sales, production and service staff. Our success is determined by the integration of excellent guest service from ticketing to night of show and beyond, the quality of the show and seamless food and beverage operations.

Teatro ZinZanni's newest show will be performed at our residency in Seattle at the Emerald City Trapeze/SANCA location. This one-of-a-kind run of performances showcasing Teatro ZinZanni's inimitable flair for laughter on the edge and luxury in the wild. Expect new Chaos, expect new Dinner, expect new Love! The Teatro ZinZanni dinner and show experience will open in the fall of 2025 and run into 2026.

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### POSITION SUMMARY

Works under Director of Ticketing and in collaboration with Food & Beverage Director and the Audience Services Team in communicating Audience needs to Hospitality Staff, creating detailed record of performance needs, daily seating map charts, supporting materials for operations as well as leading the check in and seating process.

Teatro ZinZanni is a fine dining restaurant and theatrical performance where comfort with, and enthusiasm for this work environment, is essential.

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## **ESSENTIAL FUNCTIONS**

### **Responsibilities and Duties:**

- Creating seating charts and all supporting materials related to check in and seating
- Translating requests, dietary concerns, and all other notes issued through the ticket reservation process to be utilized for seating and the night of show experience by production and restaurant staff
- Timely communications with Food and Beverage Director so they can best inform staff of the needs of the night
- Accurate and efficient communication and dispersion of all daily pertinent information to departments
- Producing supporting materials for seating assignments and group assignments
- Leading the check in and seating process pre-show with hospitality, tact, and speed
- Responsible for immediate and clear communications with restaurant management staff of any issues pre - show
- Manage the effective and accurate creation, distribution and communication of all night-of-show customer special needs and requests to the hospitality team, including but not limited to dietary restrictions, special seating requests, prepaid items, accessibility requirements, celebration and VIP notes, etc.
- Understand full breadth of ticketing system so they can perform duties quickly and accurately.
- Respond to incoming customer service needs as able and reach out to guests for any necessary clarification of needs so we can best meet them.

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## **JOB QUALIFICATIONS**

### **Essential minimum skills, education, and experience:**

- Professional behavior: this includes maintaining a 5 star demeanor and verbiage in all interactions with an upbeat, uplifting and positive attitude
- Calm, composed and strong appearance, as well as setting an exemplary performance example for all coworkers
- Timely, focused and capable of meeting deadlines while maintaining a high degree of accuracy
- Ability to work with and communicate well with all types of staff personalities
- Capacity to deliver excellence in all aspects of interactions with guests and peers, showcasing understanding, maturity and control
- Must possess integrity, common sense, sense of perspective and sense of humor
- Must have sense of work ethics, responsibility and pride in the work and in the work team
- Deflecting conflict in a public setting with tact, calm and speed
- Able to tolerate loud environments with bright and strobing lights.
- Excellent written and verbal skills along with a keen attention to detail
- Ability to responsibly handle competing priorities and very tight deadlines.
- Proficient at Microsoft Office (Word and Excel) and/or CRM softwares
- Excellent organizational skills and ability to multi-task a must.

- Demonstrated grace under pressure.
- Ability to make decisions during high-pressure situations quickly & creatively

### **Physical Demands**

The employee is required to sit and stand for extended periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Work/Schedule Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced, complex theatrical environment incorporating a 240-seat fine dining restaurant.
- Mapping and audience interaction requires good organizational skills, memory, and the ability to respond to changing demands as needed.
- The atmosphere includes loud noise, bright lighting and strobe lights.

Primary schedule of Wednesday through Sunday, as well as added shifts for Matinee or special events (Schedule will vary according to the show calendar)

TTZ LLC (hereinafter "Teatro ZinZanni" or "Company.") IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

### **How to apply:**

Please send a cover letter and resume in PDF format to: [boxoffice-jobs@zinzanni.com](mailto:boxoffice-jobs@zinzanni.com).

