

Pittsburgh Downtown Partnership Job Description



Job Title: Holiday Event Operations Staff
Department: Special Events
FLSA Status: Part-time Seasonal/ Hourly / Non-Exempt

Position Summary:

The Pittsburgh Downtown Partnership is seeking Holiday Event Operations Staff to support a variety of PDP holiday activations including Light Up Night, the Holiday Market, Holiday Kidsplay, and Santa's House. As a member of the Special Events team at the PDP, the Holiday Event Staff will report to the Associate Managers of Special Events for scheduling purposes and the dedicated Event Manager while onsite.

Representative Duties and Responsibilities:

- Foster a positive and welcoming atmosphere to enhance the visitor's experience.
- Display flexibility by providing support to various positions as required to maintain operational efficiency.
- Information Booth:
 - Provide information and directions to Market visitors.
 - Assist with coordinating daily live entertainment, including playing holiday playlists between sets.
 - Assist in the setup and teardown of PDP events, including handling signage and basic audio equipment or lighting.
 - Conduct regular check-ins with vendors and promptly report any issues to the manager.
 - Address on-site issues, resolve conflicts, and perform other assigned duties as needed
- Santa's House Elf Staff
 - Greet families, ensure they have a ticket from the Food Bank, and assisting them with their choice of a diverse Santa
 - Communicate efficiently via radio with backstage crew and photographer to ensure a seamless operation.
 - Maintain cleanliness and organization in Santa's house at the start and end of each shift.
- Holiday KidsPlay Staff
 - Prepare games and activities for visitors, creating an engaging and enjoyable environment.
 - Greet families and monitor attendance, ensuring a safe and enjoyable experience.
 - Assist children with crafts and activities, encouraging their creativity.
 - Organize games and restock activities as needed to keep the space well-maintained and enjoyable for visitors.

Desired Characteristics & Requirements

- Strong attention to detail
- Strong customer service skills and comfort working with the general public
- Ability to multitask and prioritize is essential
- Ability to think and act in a fast-paced environment
- Energetic, flexible, collaborative, and proactive
- Professional appearance required for shifts.
- Ability to work effectively in both a team setting and independently
- **All staff must have or be willing to get PA Criminal History, Child Abuse History, FBI Criminal History clearances.**

Job Conditions

- Must be willing to work mornings, days, evenings, weekends, and holidays.
- Must operate equipment safely and in accordance with training, wear appropriate attire, and report any unsafe work conditions or practices to the supervisor.
- Specific to Santa's House: Elf costumes are available to be worn over other clothes or an apron that goes over your jacket.

Hours: Shifts vary depending on needs during the week and weekend

Compensation: \$16 per hour

How to Apply: Interested candidates are encouraged to submit a resume to awolf@downtownpittsburgh.com at any point throughout the year. Please list 'Part Time Event Staff' in the subject line of the email.

About the Pittsburgh Downtown Partnership:

The Pittsburgh Downtown Partnership (PDP) is a non-profit organization committed to fostering economic vitality and improving life in Downtown Pittsburgh through public space activation and programming, clean and safe services, transportation, economic development programs, advocacy, and marketing.