



## **GREETER/CHECK-IN |**

The JAZZ Exchange is a New York City-based organization that has gained recognition in the Tri-State area. Incorporated in 2018 as an LLC and run by the Founders and a diverse volunteer team of music professionals and experts. Administrative and creative guidance provided by the Founders and Artistic Producer. We bring people together in unexpected spaces in the New York/ NJ area. We're artists, music lovers, and organizers. We're a company of musicians who support the arts and continue to build communities through music. We create, perform, listen and work to make intimate live music experiences that connect us all. Every Secret Show is focused on building community as our guests DISCOVER new venues + MEET new people + EXPERIENCE new artists.

### **OUR MISSION**

The Jazz Exchange is an organization committed to connecting communities through music while creating a platform for established and upcoming musicians. The purpose of this organization is not only to create performance opportunities for musicians but also to connect with audiences around the world, cultivate and flourish youth development through music education, exposing our diverse communities to the public through video and audio. The Jazz Exchange maintains the efforts to support our youth, artists, and music educators through virtual and online platforms that will continue to sustain the jazz community.

### **THE ROLE**

We are looking for **Greeter/Check-In**, you will interact with audience members and the public as they arrive at the Secret Show, answering basic questions they may have and directing them appropriately. You will also inform our guests about the details of the Secret Show (seating, minimum, guidelines, requirements), we want them to have a welcoming experience, which will encourage them to another Secret Show. Working closely with The Jazz Exchange team coordinator, you'll ensure our events are checked in and greeted at the door.

The Jazz Exchange has worked with over 250+ artists, hosted 15+ shows around the New York area. Our 300K+ audience members and growing are engaged with our online presence and attend Secret Shows in-person.

### **WHAT YOU WILL DO:**

- Greet guests as they arrive
- Provide information at our Secret Shows
- Provide advice or direct guests to the appropriate seating requirements at a Secret Show
- Help keep track of how many guests have checked in or have not arrived
- Schedule follow-up calls for guests that have not arrived



- Help maintain a clean and welcoming environment
- Assist with administrative tasks, such as arriving and preparing for the event
- Notify team coordinator, host and security personnel about potential issues

#### WHO YOU ARE

- High school diploma or GED certificate preferred
- Customer service experience a plus
- An understanding of our Secret Shows
- Excellent interpersonal and communication skills
- Basic computer knowledge
- Friendly and welcoming attitude
- Genuine, demonstrated commitment to supporting artists and local music
- Comfortable working & communicating with creatives in high-pressure situations
- Excited by a dynamic pool of artists, venues, and unique visual scenarios
- Pays attention to details
- Ability to work under deadline pressure
- Organization to manage their time efficiently
- Ability to capture snippets of film and be able to edit it into a cohesive story
- Flexibility and good listening skills
- Enough patience to work with audiences and public
- Energy and determination

#### **DIVERSITY, EQUITY & INCLUSION**

We are proud to have a global workforce and strive towards having a diverse workplace. DEI is important to us, the music, and our culture.

#### **COMPENSATION, PAY EQUITY**

Our people and team are precious and important to us - we aim to treat them as such. At The Jazz Exchange, we feel strongly about the compensation that we provide across the board so that no matter your skillset or experience you're paid fairly.

#### **LEARNING & DEVELOPMENT**

We will take the time to help develop and create a learning culture through basic training and meetings to discuss your growth and what we expect from you.

#### **HIRING JOURNEY**

We'll work with you closely to support you throughout the hiring process. If your resume shows that your skills and experience have synergy with the job description, then we will set up a call to say "Hello" and to start getting to know one another. If it's not the right opportunity this time, we'll always let you know.



Typically our hiring processes vary based on the team and amount of shows we will be needing you for. You'll be guided through the process by our Jazz Exchange team and a brief interview to connect over the phone.

### **CONFIDENTIALITY**

The Check-In/Greeter hereto agrees that each shall treat confidentially the terms and conditions of this Agreement and all information provided by each party to the other regarding its business and operations. All confidential information provided by a party hereto shall be used by any other party hereto solely for the purpose of rendering or obtaining services pursuant to this Agreement and, except as may be required in carrying out this Agreement, shall not be disclosed to any third party without the prior consent of such providing party. The foregoing shall not be applicable to any information that is publicly available when provided or thereafter becomes publicly available other than through a breach of this Agreement, or that is required to be disclosed by or to any bank examiner of the Custodian or any Subcustodian, any Regulatory Authority, any auditor of the parties hereto, or by judicial or administrative process or otherwise by Applicable Law. The Jazz Exchange Secret Show information, shared documents, or our online website cannot be copied or used by the team leader outside of The Jazz Exchange events. If files or documents are shared and used by the team leader for outside and third party purposes the Team Leader will be dismissed from The Jazz Exchange administrators.