



Artie Character Attendant

Department: Entertainment & Creative Experiences

Reports To: General Manager / Operations Supervisor

Works Closely With: Artie Character Performer, Parade Team & Creative Experiences Team

Location: The Artsnasium® – Arlington, Texas

Employment Type: Part-Time / Seasonal

Schedule: Flexible schedule including weekdays, evenings, Fridays, Saturdays, holidays, special events, community appearances, rehearsals, and scheduled Artie appearances

Position Summary

The **Artie Character Attendant** is the dedicated safety, communication, and guest-experience partner for **Artie the Axolotl®**, **Chief Creativity Officer (CCO)** of **The Artsnasium®**.

Because the Artie Character Performer may experience limited visibility, hearing, mobility, and verbal communication while in costume, the Character Attendant serves as Artie's **eyes, ears, voice, and guide** during appearances.

The Character Attendant helps Artie safely navigate the facility, interact with Creators and families, manage crowds and photo opportunities, maintain appearance schedules, take required breaks, and move discreetly between backstage and guest-facing areas.

This position requires exceptional situational awareness. The attendant must continuously monitor the performer, children, guests, surroundings, timing, and potential hazards while helping preserve the magic of the Artie character.

The ideal Character Attendant is observant, dependable, confident, friendly, calm under pressure, and comfortable taking immediate action when safety requires it.

Key Responsibilities

Artie Performer Support

- Remain with or immediately accessible to the Artie Character Performer during assigned appearances.

- Help the performer safely travel between backstage and guest-facing areas.
- Monitor obstacles, steps, doors, low clearances, equipment, crowds, and other potential hazards.
- Provide discreet directional guidance when needed.
- Monitor the performer's condition throughout appearances.
- Keep track of appearance duration and required breaks.
- Ensure the performer has appropriate opportunities for hydration and recovery.
- Immediately end or pause an appearance when performer safety may be compromised.
- Assist the performer before and after appearances according to established procedures.

Be Artie's Eyes & Ears

The Character Attendant must continuously monitor areas the performer may not be able to see or hear clearly.

This includes:

- Children approaching from behind or the side.
- Small children near Artie's feet.
- Guests attempting unexpected physical interactions.
- Changes in flooring or elevation.
- Doors, walls, furniture, props, and equipment.
- Parade vehicles and floats.
- Crowd movement.
- Wet floors or other hazards.
- Environmental conditions.
- Instructions from management or event personnel.
- Emergency announcements or developing safety concerns.

The Character Attendant should anticipate hazards before they reach the performer whenever possible.

Guest Communication

- Welcome Creators and families during Artie appearances.
- Speak on behalf of the experience when verbal communication is necessary.
- Explain meet-and-greet procedures and help guests understand where to stand or wait.
- Answer appropriate questions while protecting character integrity.
- Help Creators interact with Artie in a positive and comfortable way.
- Politely redirect inappropriate or unsafe guest behavior.
- Assist families who may be hesitant or unfamiliar with character experiences.
- Never pressure a child to interact with Artie.

Meet & Greet Management

- Organize and maintain orderly Artie Meet & Greet lines.

- Manage guest flow so interactions remain safe and enjoyable.
- Help position Creators and families for photographs.
- Signal the performer when guests are ready.
- Assist with appropriate pacing so each family receives a meaningful interaction while keeping the line moving.
- Communicate when an appearance is approaching its scheduled end.
- Close the line according to established procedures when necessary.
- Help Artie make a safe and discreet exit following appearances.

Character Integrity

The Character Attendant plays an important role in protecting the Artie experience.

The attendant must:

- Never reveal the identity of an Artie Character Performer to guests.
- Never refer to Artie as a costume, mascot suit, or performer while interacting with Creators.
- Never discuss backstage character operations with guests.
- Prevent guests from entering restricted character dressing or backstage areas.
- Protect Artie from unauthorized touching of costume components.
- Help ensure the performer never removes character components in public view.
- Avoid conversations or actions that break the character illusion.

Character Communication

Because costumed Artie is primarily a nonverbal character, the Character Attendant may provide verbal assistance during interactions.

For example, the attendant may say:

“Artie would love a high five!”

“Artie is excited to see what you created!”

“Let’s give Artie a little room to dance!”

“Artie has to head back to the Creator Operations Center, but he’ll see everyone again soon!”

The Character Attendant should communicate in a way that supports Artie's established personality and keeps the interaction playful and believable.

Parade Support

- Accompany Artie during Creator Parades when assigned.
- Maintain awareness of Artie's position within the parade formation.

- Monitor safe distances between Artie, Creators, performers, floats, vehicles, and other parade elements.
- Communicate route changes, stops, hazards, or emergency signals to the performer.
- Help prevent spectators from entering Artie's path.
- Assist Artie with safe parade entrances and exits.
- Coordinate with Parade Team Members and parade leadership throughout the experience.
- Immediately respond when parade movement creates a potential safety concern.

Birthday & Special Event Support

- Accompany Artie during approved birthday appearances.
- Coordinate with Birthday Party Hosts before Artie enters the celebration.
- Help manage Creator interactions and photographs.
- Keep appearances within scheduled time limits.
- Assist with approved birthday dances, entrances, or special moments.
- Support Artie during seasonal celebrations, promotional appearances, grand openings, and other special experiences.

Community Appearances

- Support Artie during approved off-site events, festivals, parades, school visits, community programs, and promotional appearances.
- Inspect performance routes and appearance areas for potential hazards.
- Coordinate with event representatives when necessary.
- Help establish secure dressing, break, and staging locations.
- Protect restricted backstage areas.
- Monitor outdoor temperatures and environmental conditions.
- Ensure Artie follows appropriate arrival and departure procedures.
- Help transport and account for approved character supplies and accessories when assigned.

Performer Wellness & Heat Safety

The Character Attendant must actively monitor the Artie Character Performer for signs of physical distress.

Potential concerns may include:

- Unusual slowing or reduced responsiveness.
- Loss of coordination or balance.
- Difficulty navigating.
- Excessive fatigue.
- Dizziness or disorientation.
- Breathing difficulty.
- Signs of overheating.
- Performer signals requesting assistance.

If the performer indicates distress—or the attendant believes continuing may be unsafe—the attendant should immediately initiate the established exit or emergency procedure.

Performer safety always takes priority over completing an appearance.

Emergency Procedures

- Know established emergency signals between the performer and attendant.
- Respond immediately when the performer communicates an urgent need to exit.
- Guide Artie to the nearest appropriate backstage or private location.
- Contact management or emergency assistance when necessary.
- Help secure the surrounding area during an incident.
- Follow Artsnasium incident-reporting procedures.
- Never delay necessary emergency action in an attempt to preserve character.

When safety is involved, **safety comes first.**

Costume Awareness

While costume maintenance is not the attendant's primary responsibility, the attendant should visually monitor Artie's appearance throughout performances.

- Look for loose, damaged, shifted, or improperly positioned costume components.
- Notify the performer discreetly when adjustments are necessary.
- Assist with approved adjustments in private areas when trained.
- Immediately address costume conditions that could create a safety hazard.
- Report damage or maintenance concerns following appearances.
- Help ensure Artie's appearance remains consistent with Artsnasium character standards.

Backstage Standards

- Protect access to character dressing and backstage areas.
- Keep unauthorized individuals away from costume storage and performer areas.
- Maintain a clean and organized character staging area.
- Protect confidential information regarding Artie operations.
- Assist with keeping Artie costume components and appearance materials organized.
- Maintain professionalism backstage at all times.

Child & Guest Safety

- Maintain appropriate professional boundaries with children.
- Prevent unsafe climbing, pulling, grabbing, or rough interaction with Artie.
- Never allow children to enter restricted backstage spaces.
- Help maintain safe spacing around the character.
- Pay particular attention to toddlers and smaller children who may be below the performer's field of vision.

- Immediately intervene when an interaction may become unsafe.
- Report incidents and concerns according to company procedures.

Team Responsibilities

- Work collaboratively with Artie Character Performers, Parade Team Members, Creative Coaches, Birthday Party Hosts, Guest Experience, Operations Supervisors, and management.
- Attend required rehearsals, meetings, character training, and safety training.
- Arrive on time and prepared for scheduled call times.
- Support Artie appearances and special events as assigned.
- Maintain Artsnasium attendance, appearance, and professionalism standards.
- Perform other appropriate entertainment and guest-experience duties necessary to support successful Artie appearances.

Qualifications

- High school diploma or equivalent preferred.
- Must meet all minimum age requirements established by The Artsnasium and applicable law.
- Previous experience in entertainment, attractions, theatre, events, recreation, guest services, childcare, or family entertainment preferred but not required.
- Exceptional situational awareness and attention to surroundings.
- Strong verbal communication and interpersonal skills.
- Confident interacting with children and families.
- Ability to give clear and discreet directions.
- Ability to remain calm and make quick decisions during unexpected situations.
- Strong commitment to safety.
- Ability to maintain confidential character information.
- Comfortable working in crowded and high-energy environments.
- Ability to work closely with a performer as a coordinated team.
- Dependable attendance and punctuality are essential.
- Must successfully complete all required background screening, character training, safety training, and employment requirements.

Physical & Work Requirements

Artie Character Attendants perform active work and may stand and walk for extended periods while continuously monitoring the performer and surrounding environment.

The position may involve walking parade routes, bending, reaching, assisting with character equipment, managing queues, and moving quickly when necessary.

Community appearances may occur outdoors in varying weather and temperature conditions.

The attendant must be able to maintain attention and situational awareness throughout assigned character appearances.

Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

The Artie Character Attendant may not be the person everyone is watching—but they are one of the most important people in every Artie appearance.

When Artie is waving to a Creator, the attendant is watching what's behind him.

When Artie is dancing, the attendant is making sure a toddler hasn't stepped into his path.

When families are taking pictures, the attendant is watching the clock, the crowd, the performer, and the environment.

And when Artie needs help, **the attendant notices before anyone else does.**

We're looking for Character Attendants who demonstrate:

Awareness • Safety • Communication • Reliability • Confidence • Hospitality • Discretion • Teamwork

A great Character Attendant allows the performer to focus on one thing:

Being Artie.

Our Character Attendant Philosophy

Protect the performer. Guide the experience. Preserve the magic.

Our Mission

To inspire children and families through hands-on creative experiences that cultivate imagination, confidence, learning, and joyful exploration in a safe, welcoming environment.

The Artsnasium®

Where Creativity Comes to Play.

**Every Child Is Creative.*