



**Audience Services Representative
2022-2023 Season**

Department:	Operations
Job Title:	Audience Services Representative
Reports To:	House Manager & Front of House and Audience Services Coordinator
Type of Position:	Part-Time & On-site / Hours Based on Performance & Event Schedule

GENERAL DESCRIPTION

The Audience Services Representative position is a part-time role reporting to the onsite House Management and Front of House and Audience Services Coordinator. This position is scheduled for performances and events performing various duties as assigned per shift, that could include greeting and directing guests, resolving guest concerns, concessions services, accessibility assistance, ticket scanning, seating assistance, and more.

Primary responsibilities include providing excellent customer service by creating a welcoming atmosphere to all and communicating effectively with front of house team members and supervisors, while remaining engaged with the patron experience from guest arrival to departure.

DUTIES AND RESPONSIBILITIES

- Participates in Pre-Shift and Post-Shift meetings and required training with scheduled team members
- Collaborates with team members to prepare front of house spaces for the public
- Assists with front of house preparation, greeting, ticket scanning, seating of patrons, coat check, and navigation of the space
- Able to provide information on performance and event details, parking and surrounding areas
- Communicates cross-departmentally via radio throughout duration of shift
- Escalates incidents or emergency situations to House Manager on shift as needed and responds per emergency training.
- Assists our corps of volunteers with performance duties as required.
- Upon completion of required certification and training, eligible for Concessions Service shifts at lobby bar and reception events, including prep, service, tear down, and restock of concessions product
- Responsible for the handling of money, tracking, and assisting in patron transactions via POS System (Square) at Lobby Bars or merchandise stands

EXPECTATIONS AND EXPERIENCE

As a member of the Theater team, an Audience Service Representative is expected to:

- Uphold the Harris Theater’s mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, and respect
- Share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes.
- Maintain professional conduct and represent the Theater positively in all interactions with artists, renters, partner organizations, donors, vendors, volunteers, patrons.

- Completes required Harris Theater Training Sessions which include but are not limited to: Harris Theater Customer Service, Disability Awareness, and Emergency Preparedness and Evacuation Trainings.

The ideal candidate will have:

- Experience or demonstrated interest in the arts, customer service or hospitality, bar or restaurant service, front of house or arts administration.
- Effective communication, including strength in email communications, and organizational skills and a willingness to collaborate with colleagues
- The ability to prioritize, manage multiple situations simultaneously, and maintain focus
- BASSET Certification or ability to obtain certification within 90 days of hire

SALARY RANGE AND INSTRUCTIONS TO APPLY

This is an hourly position. Compensation is \$15.40 per hour. Please submit a cover letter and resume to jobs@harristheaterchicago.org. No phone calls please.

The Harris Theater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state, and local laws.

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting access@harristheaterchicago.org.

As of August 16, 2021, any new hire of the Harris Theater will be required to be fully vaccinated against COVID-19 by their first date of employment. Employee will be required to complete a Harris Theater COVID-19 vaccination disclosure during the initial on-boarding. Medical and religious exemption form made available upon request.