



**Audience Services Representative
2021-2022 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

Audience Services Representative is a part-time role reporting to the House Manager on shift and Front of House and Audience Services Coordinator. This position is scheduled for performances and events performing various roles as assigned per shift including greeter, concessions service, accessibility assistance, ticket scanning, seating assistance, and more.

Primary responsibilities include providing excellent customer service to create a welcoming atmosphere to all, communicating effectively with team members, supervisors and other departments while remaining engaged with the patron experience from guest arrival to departure.

DUTIES AND RESPONSIBILITIES

- Participates in Pre-Shift and Post-Shift meetings with scheduled team members
- Collaborates with team members to prepare front of house spaces for the public
- Assists with 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
- Rotates on Concessions Service at Lobby Bars including prep, service, tear down, and restock of bar space and concessions product
- Responsible for handling of money, tracking, and assisting in patron transactions via POS System (Square) at Lobby Bars or merchandise stands
- Scheduled to work as Concessions Service for rental or Harris Theater Presents Receptions as needed
- 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.

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
- Participate in team meetings, 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.
- Strong 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 in a fast-paced environment
- BASSET Certification

SALARY RANGE AND INSTRUCTIONS TO APPLY

This is an hourly position. Compensation is \$15.00 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.

