



**Harris Theater Facility Security
2022-2023 Season**

Department:	Front of House
Job Title:	Facility Security
Reports To:	Facility and Event Security Manager
Type of Position:	Part-Time & On-site / Day and Evening hours, weekend hours as per our event schedule

GENERAL DESCRIPTION

Harris Theater Facility Security Staff perform routine security functions to ensure the protection of the facility, assets, and the safety of the theater's staff and users/visitors of the space. The Security Staff are the first impression of our organization and must project a positive image in accordance with policies of the Harris Theater and must possess superior customer service skills.

Candidates must be able to work a flexible schedule of days, nights and weekends, possible holidays, be able to remain in a stationary position up to 75% of shift time, be able to move items up to 25 pounds across different areas of the facility. This position requires a current, valid Permanent Employee Registration (PERC) Card and completion of a 20-Hour Unarmed Security training course. Other responsibilities include managing access to the building; monitoring any incidents and reports them to their direct supervisor; performing related duties as required.

DUTIES AND RESPONSIBILITIES

- Completes opening and closing building procedures, secures the office, and available at the entrance desk during operating hours.
- Screens visitors/guests to ensure the safety of the building and that all individuals are directed to the appropriate area.
- Supports the Harris Theater's COVID-19 Public Health and other site protocols.
- Directly assists and responds in emergency protocol as needed, such as by relaying details emergency services, assisting with navigation, documenting details, etc.
- Handles all incoming phone calls and verifies all delivery and mail details.
- Maintains the highest levels of professionalism and customer service to patrons, visitors, users of the theater and staff members by greeting all in a friendly and courteous manner.
- Maintains a safe environment by monitoring the facility through both the security cameras and physical routine checks of the space during operating hours and during performances and events.
- Reports unusual activity or suspicions of safety issues to their supervisor or administration in a timely fashion.
- Documents incidents in a timely manner, capturing details and an accurate record of facility activity in Daily Activity Reports.

EXPECTATIONS AND EXPERIENCE

As a member of the Theater team, a Facility Security Staff member 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
- Develop a full understanding of daily facility operations in order to perform job duties effectively.
- Participate in organizational and regular trainings, 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, and coworkers.

The ideal candidate will have:

- Experience or demonstrated interest in customer service, front desk administration, or a related field
- Strong communication and organizational skills and a willingness to collaborate with colleagues
- The ability to prioritize, manage multiple projects simultaneously, and maintain focus in a fast-paced environment
- Experience with Microsoft Office suite

PAY RATE AND INSTRUCTIONS TO APPLY

This is a Part-time position starting at \$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.