

**Venue Services Representative
Performance/Event Support**

Department: Venue Services

Title: Venue Services Representative

Reports To: Venue Services Manager & Chief Facility Engineer

Type of Position: Part-Time & On-site / Hours based on Performance & Event Schedule

GENERAL DESCRIPTION

Venue Services Representative is a part-time role reporting to the Venue Services Manager and Chief Facilities Engineer. This position is scheduled to support the set-up, maintenance, and recoup of the facility for performances and events.

Primary responsibilities include carrying out pre-performance and event lobby set-up needs as well as the cleaning, sanitization, and disinfection of the facility prior to an event and following. Also responsible for replenishing consumables such as paper towels, toilet paper, trash removal and responding to issues throughout an event.

DUTIES AND RESPONSIBILITIES

- Responsible for all standard cleaning, sanitization, and disinfection in and around the facility including public facing space: lobbies, restrooms, and 1500 seat auditorium, backstage space: dressing rooms and restrooms and office spaces.
- Cleans floors and dressing rooms. including dust mopping, damp mopping, sweeping, vacuuming, dusting, picking up larger objects off the floor, and spot cleaning glass and windows.
- Cleans restrooms, including restocking paper goods dispensers, removal of trash, cleaning and sanitizing fixtures, cleaning mirrors, spot cleaning restroom stall partition doors and walls, sweeping and mopping tile floors, and cleaning toilets and urinals.
- Vacuums, empties trash, and replaces trash and recycling liners.
- As part of shift routine is responsible for set-up, stock, and maintain cleaning equipment and supplies.
- Monitors and maintains sanitation and organization of assigned areas.
- Transports dirty linens to designated area to be laundered and restocks designated areas with clean linens.
- Responds to needs during a performance or event like spills, overflowing trash or other emergency needs.
- Assists other departments when needed to ensure optimum service to patrons and users of the theater.
- Performs additional duties as needed like setup, adjustment or strike of tables, chairs, stanchions, and linens based upon performance or facility usage needs.

EXPECTATIONS AND EXPERIENCE

As a member of the Theater team, the Venue Services 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 organizational and regular 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 theater or commercial custodial services or cleaning/disinfection services, or hospitality and customer service.
- 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 and communication via email or prior cleaning, sanitization, and disinfection certification for commercial spaces or businesses.

SALARY RANGE AND INSTRUCTIONS TO APPLY

This is an hourly position. Compensation is \$16.50 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.