

**TITLE OF POSITION**

**Job Type:** Part Time/Seasonal

**Job Department:** Guest Services

**Reports to:** Guest Services Manager and Director of Marketing

**About Chicago Children's Theatre**

*Since its launch in 2005, Chicago Children's Theatre has cemented its reputation as the city's largest professional theatre company devoted exclusively to children and families. The company evolved out of Chicago's need for high-quality, professional year-round children's programming to match the quality, & significance of theatrical powerhouses such as Steppenwolf Theatre Company, Goodman Theatre, & Lookingglass Theatre. Likewise, CCT has always believed children should be treated as the sophisticated audiences that they are, showcasing high-profile & award-winning talent, inventive production values & compelling stories that challenge, educate & entertain.*

**Summary of Position**

Chicago Children's Theatre has an immediate opening for a talented, passionate, committed Guest Services Associate. This core staff member will be a part of the team serving the Guest Services and Marketing departments of CCT.

The Guest Services Associate position is an early-career opportunity to gain exposure and skill development throughout several aspects of our progressive & visionary non-profit arts organization.

This associate-level position handles the day to day operation of the Chicago Children's Theatre Box Office and event ticketing during the 2019/2020 season. **Below is the list of normal job duties, but it is not exhaustive.**

**Essential Functions**

Box Office

- Assist guests with purchasing and exchanging tickets to Chicago Children's Theatre events and productions over the phone, online, and in person.
- Engaging with patrons via inbound and outbound calling for ticketing and education efforts.
- Assist guests with registrations for class and camp offerings.
- Process ticket donation requests for approval by the Guest Services Manager.
- Assist public and school groups with ticketing needs.
- Ensure compliance with federal A.D.A. regulations for patrons.
- Other duties as assigned.

Customer Service

- Execute exceptional customer service, dealing with patrons, staff, artists, vendors, etc. in a professional, courteous manner.
- Ensure proper and accurate communication of event information to patrons.

**Knowledge, Skills, & Activities:**

- Superior customer service skills required
- Excellent communication, problem solving and organizational skills required
- Spanish language proficiency strongly preferred
- Ability to count money, make change required
- Must be able to work extended/irregular hours, including nights, weekends and occasional holidays
- Ability to work with a wide range of internal & external personalities in a professional & congenial manner.
- Demonstrated ability to deal with ambiguous and uncertain situations & take positive actions to ensure the best quality operation is delivered daily.
- A good work ethic.
- An abundant curiosity to learn & a willingness to assist.
- A sense of humor!

**Minimum Qualifications:**

- Bachelors Degree and 1 year Box Office experience required
- Customer Service experience essential
- Experience with Excel spreadsheets desired
- Experience with computerized ticketing/CRM systems, OvationTix preferred but not required

**Working Environment:**

- Occasional lifting (up to 50 lbs individually), carrying, pushing &/or pulling, climbing & balancing, stooping, kneeling, crouching &/or crawling.

**Compensation & Hours:**

\$13/hr

**To Apply:**

Please send a cover letter (emphasizing any previous arts organization &/or non-profit experience), resume, & compensation requirements to

[jobs@chicagochildrenstheatre.org](mailto:jobs@chicagochildrenstheatre.org).

No calls please. The position is immediately available for hire.

**Chicago Children's Theatre is committed to recruiting & fostering a diverse community of staff. Women and traditionally underrepresented populations are encouraged to apply. AA/EOE**

Chicago Children's Theatre is strongly committed to the principle of diversity & providing an equal employment opportunity in all terms and conditions of employment. All employment decisions are based on business needs, job requirements, & individual qualifications, without regard to race, color, religion, sex, gender identity, national origin, disability, age (40 & over), genetic information, or any other characteristic protected by federal, state, or local law.