

Guest Services Associate Manager

Job Type: 3/4 Time (avg. of 30 hrs/wk) for 24-25 season
(August TBD - 5/25/2025)

Job Department: Guest Services

Reports to: Guest Services Manager / General Manager



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 Manager. This core staff member will be a team member serving the Guest Services department of CCT.

This position will support the Guest Services Manager in addressing all patron and customer transactions, concerns, comments, and emergencies. This role aids in administrative duties within the Guest Services department, as well as leading the Guest Services Team and serving collaboratively as House Manager during our production cycle.

Below is the list of normal job duties, but it is not exhaustive.

Primary Responsibilities:

Guest Services

- Manage duties of Guest Services Manager in their absence in collaboration with the General Manager.
- Collaborate with Guest Services Manager on implementation of lobby design/set-up, supervising guest services staff, and managing official box office email inbox.
- Manage patron communications, including assisting guests with questions, registration and ticket purchases online, over the phone, and in-person onsite. Execute exceptional customer service and ensure that all customer service issues are handled in a professional, courteous manner.
- Lead box office staff in making sure the lobby, theatre, and concessions areas are set up before patrons arrive.
- Assist in managing all production holds, complimentary tickets, event schedules, and ticket inventory.
- Collaborate with management to create and maintain guest services policies and standard operating procedures.
- Provide new guest services policy suggestions and improvements as needed.
- Collaborate with Guest Services Manager to support non-production-based tasks such as donation requests, birthday party & space rentals, and data management.
- Represent Chicago Children's Theatre at both internal and external events as requested and as mutually agreed upon.
- Participate in discussing, influencing and implementing CCT's vision around equity, diversity, inclusion and justice, continuing to improve working conditions, foster inclusive processes, and increase diversity of all kinds, both onstage and off.

Knowledge, Skills, & Activities:

We are seeking candidates that have a passion for working with children and their families. Candidates with TYA or family event experience and/or arts education experience will be prioritized for this position. The hired candidate will be trained and assisted by staff members at Chicago Children's Theatre who are experienced with our programs and policies. Other desired skills include but are not limited to:

- Superior customer service skills.
- Excellent communication, problem solving and organizational skills.
- The ability to work extended/irregular hours, including nights, weekends and occasional holidays (required).
- The ability to work with a wide range of internal & external personalities in a professional & congenial manner.
- The demonstrated ability to deal with ambiguous and uncertain situations & take positive actions to ensure the best quality operation is delivered daily.
- Spanish language proficiency preferred, not required.
- A good work ethic.
- An abundant curiosity to learn & a willingness to assist.
- A sense of humor!

Working Environment:

Position may include occasional lifting (up to 50 lbs individually), carrying, pushing &/or pulling, climbing & balancing, stooping, kneeling, crouching &/or crawling.

We are an equal-opportunity employer committed to accessibility and inclusion for all staff, students, and patrons, and priority will not be given to those with the ability to perform the physical tasks listed.

Compensation & Hours:

Part time hourly (\$20/hr), plus health insurance coverage option (50% employer paid for employee if employee maintains a 30 hr min. avg. workweek, eligible after 90 days).

To Apply:

Please send a link to a **video-recorded statement of interest** (emphasizing any previous arts education &/or non-profit experience) and **resume** to jobs@chicagochildrenstheatre.org. No calls please. The position is immediately available for hire.

Chicago Children's Theatre is committed to equity, diversity, inclusion and justice in our organization and our community, and thus we seek a broad spectrum of employees. We strongly encourage and welcome applicants who are Black, Indigenous or People of Color, as well as those who are from other underrepresented communities. AA/EOE

Chicago Children's Theatre is strongly committed to increasing equity, diversity and inclusion in our audiences, our programs and in all of our hiring for staff, artists, and recruiting of board members. CCT is committed to a future where our theatre is a home for all people, all families, and is truly reflective of our community. We are also committed to providing a work environment that is free from discrimination. CCT prohibits discrimination in employment against any employee or job applicant because of that person's race, color, creed, religion, ancestry, sex, national origin, disability, genetic information, age, sexual orientation, gender identity, gender expression, marital status, familial status, veteran status, status with regard to public assistance, membership in a local human rights commission or any other legally protected status.