

House Manager

Job Type: Part Time (avg. of 12 -15 hrs/wk) for 25-26 season
(late August/early September TBD - early June 2026 TBD)

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 House 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 and Guest Service Associates during CCT's 20th Anniversary Season, and will lead the Guest Services Team during weekend performances as House Manager.

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

Primary Responsibilities:

- Collaborate with Guest Services Manager on supervising guest services front-of-house staff
- Manage onsite team to ensure exceptional customer service and that all customer service issues are handled in a professional, courteous manner.
- Lead box office staff in making sure the lobby, foyer, public restrooms, theatre, and merchandise areas are set up before patrons arrive. Troubleshoot any minor cleaning needs.
- Assist as needed and as available with any day-of ticketing-related issues.
- Collaborate with Guest Services Manager to create and maintain guest services policies and standard operating procedures.
- Provide new guest services policy suggestions and improvements as needed.
- Perform pre-show and post-show curtain speeches for CCT's mainstage productions.
- Provide support to all patrons being seated in the theatre and assist any accessible needs patrons as appropriate.
- Oversee house management during performances, including but not limited to late seating and patron bathroom breaks in performance and any patron disturbances during performance.
- Set up/tear down lobby displays and activities for production.
- Complete detailed house reports for all performances to be issued to CCT email distribution list by end of each performance day.
- Other duties as needed and mutually agreed upon with Guest Services Manager and within reason.

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:

- Must be available to work weekend public performances. There is room to work weekday field trip performances if schedule permits and if mutually agreed upon.
- Previous house management/front-of-house experience ideal, previous retail/customer service experience required.
- A commitment to customer service and being an advocate for CCT to the public.
- Excellent communication, problem solving and organizational skills.
- 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 ideal, 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 (\$23/hr), 12-15 hours per week during productions (late Sept -mid November TBD, December, Jan/Feb TBD, April - early June TBD) with the possibility of mutually agreed upon weekday field trip working hours.

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.