

Writers Theatre

Position: Audience Services Associate

Location: Glencoe, IL (in-person)

Department: Audience Services

Reports to: Associate Director of Audience Services

Classification: Part-Time (Nights and Weekends Required)

Salary: \$15.80/ hour

About Writers Theatre

Writers Theatre (WT) is a nationally recognized, award-winning theater company located on Chicago's North Shore, acclaimed for its intimate productions, bold new work, and exceptional artistry. With a commitment to telling powerful stories and serving as a cultural anchor in our community, we strive to create transformative experiences both on and off the stage. With an annual operating budget of \$6.5 Million, the theatre, now in its 34th season, is a major Chicagoland cultural destination with a national reputation for excellence, being called "America's finest regional theater company" by The Wall Street Journal. Under the leadership of Executive Director Kathryn M. Lipuma and Alexandra C. and John D. Nichols Artistic Director Braden Abraham, the company is charting a path forward for its future.

Position Summary

Writers Theatre seeks an Audience Services Associate to coordinate front of house operations during performances, Woman's Library Club events, and special events, including third party rentals at Writers Theatre. This role will collaborate with the Box Office and Stage Management staff to maintain smooth front-facing operations and provide industry-leading customer service, with the ultimate goal of maximizing the customer experience. Ideally, candidates will have availability Friday- Sunday and occasional Mondays- Thursdays. Work is seasonal based on performances and events.

Duties and Responsibilities

House Management

- Serve as House Manager for public performances and special events.
- Coordinate with box office staff on seating holds and patron information.
- Assist patrons with questions, accessibility needs and/or seating issues.
- Train and manage volunteer ushers on a nightly basis.
- Communicate with stage management staff on nightly operations schedule (house opening, start of performance, late seating).
- If the production allows, late seat patrons after the performance begins.
- Monitor activity during performances.
- Communicate and assist with security and emergency incidents.
- Prepare House Manager and Concessions performance reports
- Operate WT Digital Signage during performances and special events, as needed.
- Maintain cleanliness of Front of House areas including lobby, restrooms, concession center, and other public spaces.
- Assist with other duties, as assigned.

Concessions

- Provide Bar/Concessions service for public performances and special events.

- Set up and tear down bar, including displays, concessions, and drink preparation.
- Assist patrons with concessions and drink selections, providing descriptions and suggestions
- Process payments through Square POS system.
- Track concessions inventory and communicate restocking needs.
- Prepare and reconcile concessions sales reports.
- Ensure displays and lobby areas are clean and accessible.
- Other duties, as assigned.

Events/Rentals

- Provide Bar/Concessions service.
- Set up and tear down of tables, chairs, furniture, etc.
- Other duties, as assigned.

Qualifications

- Top level customer service experience required.
- Experience in theatrical operations preferred.
- Bartending or foodservice experience a plus.
- Outgoing, accessible personality with the ability to speak in front of people.
- Superior organizational and time-management skills, with the ability to multi-task.
- Professional demeanor while working under pressure.
- Experience with POS systems a plus.
- Strong interest in and passion for live theatre.
- Must be 21 years of age or older.
- BASSET and Food Handlers' certifications preferred; training will be provided to selected candidate.
- Afternoon, evening and weekend availability is required.
- Must be able to comply with organizational COVID safety policies and procedures
- A commitment to ethical conduct in all aspects of the work environment
- A commitment to creating a just, equitable and inclusive work environment
- A commitment to the protection of confidential information to which this position has access
- Must be able to communicate with internal and external stakeholders both in-person and in a written format
- Must be able to both sit and stand for extended periods of time as well as move about the theatre building, including the use of stairs
- Must be able to occasionally crouch, climb, and reach
- Must be able to lift up to 25 pounds

To Apply

WT is an equal opportunity employer, dedicated to creating and sustaining a diverse and inclusive organizational culture and promoting a safe, supportive, and collaborative work environment conducive to professional and personal growth. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, or veteran status.

Please find more information on our culture and specific policies at the following links:

- <https://www.writerstheatre.org/about/work-with-us>
- <https://www.writerstheatre.org/about/mission-values>

Interested applicants should send a resume and 3 references to jobs@writerstheatre.org. Please include in the subject line of the email “Audience Services Associate Application”. No phone calls please.

Want to help us improve our hiring process? Please include where you found this job posting when you email us your materials.