



**JOB TITLE: Front of House Staff**

**POSITIONS AVAILABLE: 2-4**

REPORTS TO: Ticketing Manager, Director of Operations

DEADLINE TO APPLY: Accepting until fulfilled

**SUMMARY OF POSITION**

Front of House Staff will rotate between two roles (Ticketing and House Management) as needed for all patron needs. For all roles, this position's primary concern is the patron experience before, during, and after each performance. As acting House Manager, he/she will complete the assigned reports and tasks related to safety, cleanliness, customer service, usher management, and ticket taking. As acting Ticketing Associate, he/she will primarily staff the Theatre Box Office on show nights, processing ticket sales, answering questions, and providing customer service. Ideal candidates could commit to approximately 15 hours per show run. Pool of four staff members would be on a rotating schedule, providing for great flexibility. Weekday daytime availability is optional, but preferred.

**RESPONSIBILITIES**

- Provide exemplary customer service
- Represent the CCT Brand in positive manner
- Function as safety point-person
- Relate information regarding all CCT programs (Academy, APA, Theatre for the Very Young, etc.)
- Acting Ticketing Associate
  - Process sales in-person and by phone in ticketing system
  - Ensure working condition of all front of house technology
  - Facilitate merchandise sales
  - Maintain financial records and deposits
- Acting House Manager
  - Complete assigned reports
  - Maintain cleanliness and supplies in lobby and restrooms
  - Manage volunteer usher staff (training, supervision, assignment)
  - Provide House Oversight (late seating, problems, accessibility)
  - Monitor levels of playbills and other publicity material

**QUALIFICATIONS**

- High school diploma or equivalent required; some college experience preferred.
- Must be outgoing, friendly, and able to deal with problems in a fast-paced environment.
- Excellent organization skills and attention to detail.
- Ability to work independently
- Experience in Ticket Office or Ticket Sales is preferred.
- Familiarity with Ticketmaster software (Archtics, Host) is preferred.
- Minimum 1 year experience in a customer service field.
- Must be able to work evenings and weekends. Limited positions available with weekday daytime hours.
- Familiarity with theatre and live performance is a plus.
- Prior cash handling experience with no prior arrests, felonies, or convictions.
- Successfully pass a pre-employment screening including background and past employment verification.

**COMPENSATION**

- \$10/hourly with payment bi-weekly
- Approximately 5-15 hours weekly, Monday to Sunday (Shifts vary in length, 3-6hrs)

**TO APPLY**

Please send cover letter and resume to Ticketing Manager Chorsie Calbert IV by mail (177 E. Naghten St. Columbus 43215) OR email (Chorsie@ColumbusChildrensTheatre.org).