



GENERAL INFORMATION

Position Title: Audience Services Associate

Pay Status: Exempt

Job Status: Part-time

Reports To: General Manager & Front of House Manager

Employer: Randolph Entertainment (dba Teatro ZinZanni Chicago)

Start Date: ASAP

Compensation: Beginning at \$18 per hour

SUMMARY:

Teatro ZinZanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers, and illusionists with live music and a fabulous multi-course meal.

The smooth operation of Teatro ZinZanni is based on teamwork and the shared responsibility of sales, production, and service staff. Our success is determined by the integration of excellent customer service from ticketing, to night-of-show, quality of show, and seamless food and beverage operations.

Teatro ZinZanni's newest show is performed in a vintage Spiegel tent on the 14th floor of the Cambria Hotel in the Chicago Loop and will open on October 5th.

POSITION SUMMARY

Our Box Office and Front of House teams are looking for an enthusiastic, detailed, and team-oriented ticket agent and event host. TZ's customer service and hospitality in both areas set the tone for our patrons' entire show experience from initial ticket purchase, to entry and exit. This position may be responsible for a range of duties, from selling tickets over the phone and in person using our ticketing system, managing customer and show data, welcoming and guiding guests, and providing venue services such as operating coat check, selling merchandise, directing patrons, and maintaining a safe and beautiful lobby space. Specifically, this position will bridge between the Box Office and Front of House; adding support and ticketing knowledge to check-in or other FOH positions as needed. At every step of the guest experience, from first contact to follow-through, our teams work to embody Teatro ZinZanni's core values of collaboration, excellence, enthusiasm, and joy. All of this and more contribute to a seamless and immersive patron experience that befits a uniquely magical experience at our show.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

The position's primary function is to provide excellent customer service in support of the audience's full experience; from initial ticket purchase, to arrival, and exit. The role will include the following responsibilities:

- Providing consistent, professional, and welcoming customer service to all patrons.
- Assisting guests with ticket purchases over the phone, in person, and via email, using Showare ticketing software. No cold calling.
- Assisting with patron questions and needs, either directly, or by connecting them to the correct department for their inquiries.
- Processing guest needs accurately into the ticketing database to ensure a quality experience.
- Maintaining knowledge of local events, landmarks and social buzz.
- Interacting with varied patrons and staff across multiple departments with confidence and geniality.
- Greeting, checking in patrons as they enter the theater, and guiding them throughout the venue.
- Additional potential duties: Setting up the lobby space pre-show. Operating coat check. Selling and restocking merchandise. Maintaining tidiness and decor of the lobby and guest facilities.
- Providing excellent one-on-one service for any patrons who may require special assistance at the venue.
- Other duties as needed/assigned.

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- At least one year of customer service experience
- Extremely strong interpersonal and communication skills
- Dependable in both independent and team environments
- Computer/tablet competency
- Ticketing experience preferred
- Hospitality Experience preferred
- Sales experience preferred
- Proficiency in English required
- Experience with Showare or Tripleseat is a plus
- Proficiency in Spanish or other languages is a plus

If you do not check every box but feel that you would be an excellent fit for the Front of House Associate position, we still encourage you to apply!

WORKING SCHEDULE/ENVIRONMENT

The work environment characteristics described here are a combination of office environment and a fast-paced theatrical environment which include loud noise, haze, bright lighting, strobe lights. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primary schedule of Tuesday through Sunday, as well as added shifts for Matinee, off-night evenings, or other special events. (The schedule will vary according to the show calendar).

RANDOLPH ENTERTAINMENT (hereinafter “Teatro ZinZanni” or “Company.”) IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume in PDF format to: chi-boxoffice-job@zinzanni.com