

PALATINE PARK DISTRICT

PART-TIME POSITION AVAILABLE

POSITION: Box Office Concierge – Cutting Hall Performing Arts Center

JOB DESCRIPTION:

The Box Office Concierge is a customer service position at the Cutting Hall Performing Arts Center and shall be responsible for greeting patrons (in-person, over the phone and via email), gathering patron contact information for our ticketing system, processing any ticket purchases the patron desires, answering questions about particular performances and theatre-related events, maintaining and organizing 'will call' ticket boxes and patron envelopes, keeping the theatre's brochure mailing list up-to-date and adding patrons who desire to be included, as well as assisting Box Office Manager and Theatre Coordinator with other administrative duties. In addition to customer transactions, the Box Office Concierge shall be knowledgeable in regards to area businesses (including hotels, restaurants, transportation stations, etc) and be able to make recommendations to patrons upon their request. Other duties as assigned. The Box Office Concierge position is a part-time, year round position reporting to the Box Office Manager and Theatre Coordinator.

QUALIFICATIONS:

High school diploma and three (3) years experience in customer service or related field required. Ability to self-direct, multi-task, troubleshoot, problem solve, follow directions, meet deadlines and effectively communicate verbally and in writing. Ability to resolve differences and situations that arise with patrons and work together with other Park District employees. Ability to multi-task and attention to detail essential. Successful criminal background check in conjunction with the Illinois State Police (ISP) prior to employment. Attain valid adult CPR/AED certification within six (6) months of employment and maintain throughout employment.

CONTACT: Jeff Greene
Theatre Coordinator
250 E. Wood Street, Palatine, IL 60067
jgreene@palatineparks.org

CLOSING DATE: Open Until Filled

STARTING RATE OF PAY: \$9.00 per hour

The Palatine Park District is an Equal Opportunity Employer.