



Cincinnati Playhouse in the Park is an Equal Opportunity Employer (EEO) and is committed to fostering a culture of diversity and inclusion in all areas of its work, both on and offstage. Qualified individuals who bring diverse perspectives and life experiences to the workplace are especially encouraged to apply.

Position: Part-time – House Assistant

Department: Patron Services Associates

Reports to: House Supervisor and House Manager

Classification: Part-time, Seasonal, non-exempt

Position Start Date: March 6, 2023

Pay: \$14.50 per hour

Position Overview:

Cincinnati Playhouse in the Park is searching for several Patron Services Associates to serve as a House Assistant. Team member will provide excellent customer service for all aspects of Front of House operations. The position works primarily indoors but may also have required duties in the parking garage (outside), in other public spaces within the facility and at occasional outreach efforts outside the Playhouse. Reports directly to the both the House Supervisor and House Manager.

Number of hours per week vary based on performance schedule and can range from zero hours when there are no performances up to 20 hours. During the season, the house assistant arrives an hour and a half before the curtain and is generally released once the last guest has left the building. Shifts range from approximately 3 hours to as many as required by the performance or event. Typical hours Tuesday – Saturday evenings 5:30pm -closing of the building; Saturday and Sunday Matinees noon until closing of the building. There is also in the schedule 1 (one) Wednesday matinee at 1pm where the working hours are 11:00 am- end of the event and several weekday matinees during the month of December.

Duties include but are not limited to:

- Pre-show set up, scanner maintenance, volunteer assignments, reporting house counts, FOH reports, assisting patrons with ticketing issues.
- Provide the highest level of customer service by proactively responding to the needs of Playhouse patrons.
- Enhance the development of ongoing and repeat business relationships with patrons. Address concerns and requests promptly; determine ways to improve patron experiences going forward.
- Collaborate within the department to develop and implement best practices for all patron touch points including Bar, front of house, ticketing operations, and parking.
- Ensure consistent messaging, data tracking and reporting of patron relations within the department.
- Represent Playhouse in the Park to the public at events inside and outside the physical building.
- Assist with system duties in Tessitura.

Ideal Qualifications and Requirements:

- Customer service experience is preferred.
- Excellent communication skills.



- Computer proficiency required, including good working knowledge of Excel and Word.
- High school education and above
- Interest in theatre and the arts is beneficial.
- A calm, patient, diplomatic, empathetic, confident, and pleasant demeanor in working with various levels of staff, donors, and guests in a sometimes frenetic and energetic environment.
- Comfort with highly sensitive information.
- High ability to prioritize own wide-ranging work- load and work independently.
- Manages tasks to completion and sets priorities.
- Advanced attention to detail, organization, and accuracy.
- Strong ability to work collaboratively with colleagues and vendors.
- High threshold for working through ambiguity.
- Maintains integrity and ethics through difficult situations and conversations.
- Commitment to DEIA (Diversity, Equity, Inclusion, Accessibility) values, and the ability to interact and build relationships with people of diverse backgrounds, personalities and working styles.

Work Environment & Physical Demands:

- Position is primarily located in a climate-controlled building The exception is when working as parking attendant outside, if necessary. There is occasional offsite work including (both indoors and outdoors).
- Digital dexterity and hand/eye coordination in operation of standard office equipment (computers, phones, photocopiers and filing cabinets).
- Position is generally on its' feet, but the employee may sit for long periods of time working at a computer.
- Position requires a minimum amount of external activity, but on occasion may require local travel to other worksites.
- Light Lifting, carrying, pushing, pulling of supplies, files, etc.: generally, up to 10 lbs. and occasionally up to 25 lbs.
- Occasional stooping, kneeling, crouching.
- Ability to speak clearly to and hear/listen to employees/clients via phone or in person.
- While performing the duties of this job, the employee is regularly required to talk, hear, listen, speak, climb stairs, walk and occasionally run.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

All employees are required to receive the COVID19 vaccination unless a reasonable accommodation has been approved.

Cincinnati Playhouse in the Park continues to monitor the pandemic situation. Qualified candidates will be expected to comply with Playhouse's health and safety plan – while at work and outside work – that continues to be updated per latest state and federal guidelines.

The physical demands and safe working expectations described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without a reasonable accommodation.

While this description is intended to be an accurate reflection of the current position, it is not necessarily exhaustive of all responsibilities, duties, requirements, or expectations of this position. Cincinnati Playhouse in the Park reserves the right to revise or amend this description based on business needs or changes to the work environment.



Employment is contingent upon successful completion of a background check.

To Apply:

- Qualified candidates should submit a cover letter, resume, and references to Joellyn Goos, House Manager, Joellyn.Goos@cincyplay.com and cc: Amy Stier, Human Resources, amy.stier@cincyplay.com and Don Wong, Patron Services Director, don.wong@cincyplay.com.
- Positions will remain posted until filled.
- No phone calls, please.