

## **Audience Services Associate**

**Reports to:** Ticket Office and Front of House Manager

**Position type:** Part-time – Ticket Office shifts are generally from 1 to 5 PM, Monday-Friday, as well as 2–3-hour shifts at performance times, including nights and weekends. House management shifts vary based on the performance schedule, but are typically between 3 and 4 hours long, including nights and weekends.

**Salary:** \$18/hour

### **About the Edlavitch DCJCC**

Guided by Jewish values and heritage, the EDCJCC engages individuals and families through its cultural, recreational, educational, and social justice programs by welcoming people of all backgrounds to connect, learn, serve, and be entertained together in ways that reflect the unique role of the Center in the nation’s capital. The EDCJCC is an equal opportunity employer.

### **The Role**

The Audience Services Associate provides Ticket Office and Front of House/House Management support to patrons of Theater J and JxJ (film and music). They ensure the highest level of customer service through every stage of the ticket purchasing process and onsite performances. This public-facing position is the primary point of contact for Theater J and JxJ with whom audiences will interact on a regular basis.

### **Responsibilities**

#### Ticket Office:

- Assist subscribers and single ticket buyers with general information, questions, purchases, exchanges, directions, and donations, both in person and by phone and email
- Participate in annual Theater J subscription campaign and assist with group reservations
- Prepare “will call” tickets and complete sales reports for day-of-show purchases
- Work closely with House Management, Production and Volunteer Ushers during theatrical performances to ensure prompt and accurate seating of patrons, distribution of accessibility devices, and attention to patron needs and safety before, during, and after the performance
- Participate in annual JxJ Festival at venues throughout DC
- Other tasks as assigned

#### Front of House/House Management:

- Oversee FOH operations during Theater J and JxJ performances
- Welcome and cultivate patrons
- Supervise volunteer ushers
- Manage the concessions stand

- Operate limited technical functions of the JxJ cinema space
- Aid audience members to make their visit rewarding
- Uphold the appearance of the lobby and all public areas as necessary, to ensure a clean environment
- Resolve conflicts with any patron seating issues. Maintaining ticket-scanning equipment, assistive listening devices, and walkie-talkies for communicating with the Stage Manager
- Work in conjunction with the Stage Manager to coordinate performance timelines, including preshow chat, curtain speeches, and intermission
- Work closely with the Box Office to ensure any patron ticketing issues are resolved in a timely and efficient manner

### **To Apply**

To apply, please submit a cover letter and resume to Nino Porter, Ticket Office and Front of House Manager, at [nporter@edcjcc.org](mailto:nporter@edcjcc.org).

### **The Edlavitch DCJCC is an equal opportunity employer**

The Edlavitch DCJCC provides employment opportunities to all employees and applicants without regard to race, color, national origin, religion, sexual orientation, gender identity or expression, age, disability, sex (including pregnancy), personal appearance, genetic information, economic background, political affiliation, marital status, familial status, family responsibilities, matriculation, place of residence or business, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.