

JOB DESCRIPTION: House Manager/Box Office Associate

DATE: 10/14/26

CLASSIFICATION: Part Time (10-25 hours per performance week), non-exempt

REPORTS TO: Audience Services Manager

POSITION SUMMARY

If you are hired as a **House Manager/Box Office Associate** at TimeLine Theatre, you will enjoy a part-time (10-20 hours/week during performance schedule), non-exempt, hourly schedule. You will be cross-trained in house management and box office operations. During shifts, you will be responsible for providing excellent customer service with great sensitivity towards inclusion, access, and safety to our patrons at in-person performances and readings. **You must have evening and weekend availability.** You will report to the Audience Services Manager and collaborate with many other departments (both production and administration).

This position will work primarily at our new facility at 5035 N. Broadway in Chicago's Uptown neighborhood.

PRIMARY RESPONSIBILITIES

- **Box Office and Customer Service:** Members of the Audience Services team help maintain regular Box Office hours and act as the primary communicator between the organization and patrons. This position will stay up to date with ticketing system policy and practice, all while actively listening to patron issues and/or concerns and resolving them in a friendly and efficient manner. House Manager/Box Office Associates will have a working knowledge of ADA guidelines in support of TimeLine's accessibility goals, as well as a strong knowledge of TimeLine's emergency procedures.
- **Front of House Operations:** House Manager/Box Office Associates are cross-trained to work as House Managers and as Box Office Associates. In House Management shifts, this position collaborates with the Stage Management team to coordinate the smooth operation of the house before, during, and after performances, readings, and special events. House Managers are responsible for the tidiness and accessibility of TimeLine's audience spaces.
- **Will Call Management:** House Manager/Box Office Associates are cross-trained to work as House Managers and as Box Office Associates. In Will Call or Box Office shifts, Audience Services team members are responsible for answering patron questions about tickets/subscriptions during pre-show and at intermissions while also distributing tickets and troubleshooting any issues. Box Office Associates support House Managers in securing the tidiness and accessibility of the audience spaces.
- **Company Culture:** House Manager/Box Office Associates will be knowledgeable about the company, our mission, values, current productions, current season, and upcoming events. This position is key to advancing the strategic marketing goals of the theatre through thoughtful collaboration with the Audience Services and Marketing teams. Overall, our Audience Services team creates a welcoming and inclusive atmosphere through honest, clear communication with patrons, staff, and teammates.

COMPETENCIES

- **Time Management:** You have demonstrated the ability to thrive and manage multiple projects in a fast-paced, high energy, multicultural environment.

- **Flexibility:** You have comfort acting as a leader and taking charge in different kinds of situations, but you also know when to work as part of the team to get the job done.
- **Responsibility:** You feel a sense of duty for the environment around you and seek to improve it with every action.
- **Problem-Solving/Communication:** You can effectively identify and communicate issues or problems to your team. You see creative solutions and communicate them thoughtfully.
- **Reliability:** You are punctual and have a strong track record of showing up.
- **Technical Proficiency:** You are computer proficient, especially with a PC, Microsoft Office, and Google Drive. Experience with a ticketing system or customer relationship management database (like PatronManager) is a plus.

EDUCATION & EXPERIENCE

- **Required:** Must be available to work evenings and weekends, in particular Wednesdays – Sundays, with occasional Tuesday performances. Some prior experience performing high volume customer service-related work. Excellent interpersonal, written, and verbal communication skills.
- **Preferred:** Experiences working in a performing arts environment or with emergency situation management are appreciated. First Aid or CPR certification. Experience with cash management.

WORK ENVIRONMENT & PHYSICAL DEMANDS

This position will primarily work onsite at TimeLine's new theatre, typically on weekends or in the evenings. Additional hours during daytime hours, holidays, or other times may be required. This position also routinely necessitates lifting or maneuvering 25 pounds or more, as well as climbing/negotiating stairs.

COMPENSATION

- Starts at \$19.45 per hour
- Paid sick time and paid leave accrued

It is an essential practice of TimeLine Theatre Company to recruit, hire, train and promote individuals, based upon personal capabilities and qualifications and without regard to race, color, age, sex, sexual orientation, religion, national origin or ancestry, marital status, citizenship, disability, military status, creed, or any other trait or characteristic protected by law. TimeLine Theatre Company is dedicated to the goal of building a diverse staff and an inclusive work environment. This policy of Equal Employment Opportunity applies to policies and procedures relating to all terms and conditions of employment at TimeLine Theatre.

TO APPLY

1. Please email, in one (1) clearly labeled document (PDF preferred), **a resume and your answers to the short answer questions below**. Your email should be to the attention of Kellyn Henthorn (she/her), Audience Services Manager, at HR@timelinetheatre.com with **the subject line of your email, "Front of House Position"**

2. We make it a practice to reach out to everyone with updates about your application status, but you may not hear back with that status update until **after the application window has closed**. Please no phone calls. You are welcome to email questions about your application to the above address. This process is human-powered, so it will take time to get back to everyone.
3. Applications will be accepted through **November 10, 2026**.

Short Answer Questions – REQUIRED

In addition to submitting your resume, please take the time to answer the following questions. **You should not write a cover letter for this application, so we ask that you put your efforts into answering these questions in complete, thoughtful sentences that demonstrate your ability to communicate clearly** (no need to write more than 3-4 sentences per question). Your application will not be reviewed with AI tools. We ask that you use your own writing skill and voice in your responses. Thanks!

1. What is your customer service philosophy? How do you see yourself practicing it at TimeLine Theatre?

Staff members at TimeLine Theatre Company share the core values of the organization:

- **ACCESSIBLE** Advancing access in all its forms
- **ANTIRACIST** Prioritizing racial equity and inclusion as we build a just future
- **COLLABORATIVE** Valuing teamwork and mutual respect as a creative force
- **COMPASSIONATE** Nurturing wellness in a humane and caring culture
- **EXCEPTIONAL** Pursuing excellence and innovation in everything we do
- **FISCALLY RESPONSIBLE** Ensuring effective stewardship of our resources
- **INCLUSIVE** Welcoming people of all identities
- **INTIMATE** Creating a close connection between art and audience

1. Please choose one value from the list above, and tell us how you have used that value in a professional setting in the past? (If you do not have professional experience, feel free to tell us how you have used that value when you have worked with others on a large project.)
2. How can this position and the skills you'll learn at TimeLine contribute to your personal or professional goals?
3. How did you find out about this position?