

CSO ASSOCIATION EMPLOYMENT

Be part of the world-renowned Chicago Symphony Orchestra Association. Many different talents and skills are needed to provide management and support for this cultural treasure.

HOUSE MANAGER

Manage all aspects of front-of-house operations for all CSO and Symphony Center Presents activities.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide customer service at Symphony Center events in order to create an unparalleled concert experience for patrons; monitor audience safety and comfort, anticipate and respond to patron needs and ticket related issues, and coordinate starting time of concert with backstage personnel; manage ushers, coat check attendants and security; monitor concessions sales and operation; coordinate efforts of HVAC engineers, maintenance and electricians as required.
2. Manage emergency medical response during events; act as main contact for insurance/legal follow-up to emergencies.
3. Develop effective crowd flow strategies and manage crowd control in Symphony Center for all non-rental events. Serve as Front of House operations point person for all fundraising and gala events.
4. Supervises Usher Supervisors.
5. Hire and train usher staff in conjunction with Usher Supervisors. Develop and manage training procedures, including coordinating customer service workshops for the FoH staff.
6. Schedule FoH staff for all Symphony Center concerts and departmental/events in conjunction with Usher Supervisors.
7. Approve and submit FoH employee payroll for all Symphony Center events (CSO, SCP, departmental events, rentals).
8. Prepare and manage FoH labor budget for all Symphony Center events including CSO Main Series, SCP, and departmental events.
9. Prepare and manage House Administrative Operations budget.
10. Develop and oversee partnership with Saints Organization (group of 900 volunteer ushers). Manage concert volunteers (15-20 volunteers per concert).
11. Coordinate special patron accommodations (wheelchair access, infrared hearing system, cough drop procurement, marquee poster sales, etc.)
12. As an American Heart Association Instructor, manage training scheduling and provide in-house Automatic External Defibrillator and CPR training for Security staff, FoH staff and other interested CSO constituents.
13. Manage the "house doctor" program and partnership with Rush University Medical Center.
14. Work as part of team responsible for the safety and operation of Symphony Center facility.
15. Participate in production meetings; discuss technical and logistic plans for Symphony Center events.
16. Participate in regular and ad hoc meetings as assigned.
17. Coordinate special needs for Symphony Center events.
18. Special projects as assigned.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. Bachelor's degree preferred.
2. Minimum of 2 years experience working with the public required, as well as extraordinary customer service skills.
3. Excellent verbal and written skills. Experience with negotiating, writing and reading contracts.
4. Experience with house management, facilities management, and stage production.
5. Experience working with budgets and accounting.
6. Computer literacy (word processing and spreadsheet abilities).

WORKING CONDITIONS

- Requires standing and walking 80% of the time during concert events.
- Position schedule is 10 months per year: season-dependent roughly late-August through late-June with an average of 45 total hours per week; must be available to work primarily nights and weekends for performances and events, in addition to somewhat flexible reduced daytime office hours.

HOW TO APPLY

To apply for full-time, part-time or seasonal positions with the Chicago Symphony Orchestra Association:

email

Send your resume as a Word or PDF attachment to hr@csso.org

mail

Send letter, resume, and salary history to:

Chicago Symphony Orchestra Association
Human Resources Department
220 S. Michigan Avenue
Chicago, IL 60604-2508

fax

(312) 294-3838

All resumes are acknowledged with postcard or email upon receipt. No phone calls, please.

The Chicago Symphony Orchestra is an Equal Opportunity Employer and values and encourages a diverse workforce.