



SHAKES
PEARE
FESTIVAL

A PROFESSIONAL THEATRE COMPANY
IN ASSOCIATION WITH



University of Colorado
Boulder

Colorado Shakespeare Festival Audience Services Job Announcement

The Colorado Shakespeare Festival, located on the campus of the University of Colorado Boulder, encourages applications for multiple positions for the 2024 **CSF Audience Services** team! These positions will support the success of the Colorado Shakespeare Festival. Positions available: **House Managers** and **General Staff**. Details for each position are available in the "Key Responsibilities" section below.

The 2024 CSF season begins May 2024 and responsibilities for these positions will continue until mid-August.

The Colorado Shakespeare Festival is a professional theatre company in association with the University of Colorado Boulder. Since 1958, the festival has celebrated and explored Shakespeare and his continuing influence and vitality through productions of superior artistic quality, education, and community engagement.

Pay range is \$16.00 to \$18.00 per hour based on experience and position responsibilities. The ideal candidate for these positions will be available on average 20 hours per week beginning in June 2024 through August 2024. CSF will provide orientation and training in May. Successful candidates enjoy working on a team with other solutions-oriented people. Job duties may vary as needs arise, but the following list represents consistent duties throughout the summer. Team members will cross-train and rotate between positions:

General Staff:

- Participate in the setup of all audience services equipment in May to prepare for the season opening.
- Participate in the striking of all audience services equipment in August after the conclusion of the Festival.
- Be able to take and execute directions from House Managers and other CSF personnel.
- Be kind yet firm with any and all patrons of the Festival.
- Provide directions pertaining to the CSF Liquor License footprint.
- Assist House Manager in all events that may occur at a performance.
- Provide retail sales assistance to all interested patrons.
- Support the CSF retail locations so that they are fully functional for Pre-Show and Intermission sales times.
- Support retail inventory management through the season.
- Support secure cash management procedures as instructed by the Retail Manager and CSF Managing Director, including balancing and closing each shift.
- Identify and assist CSF patrons who may need direction regarding their CSF-related event.
- Enjoy talking with people and making them feel welcomed.
- Work efficiently and courteously.
- Be familiar with all CSF policies as they pertain to patrons and be able to direct patrons accordingly.
- Maintain a pleasant and safe environment for CSF patrons to enjoy each show.
- Support other CSF areas (production, costumes, etc.) as needed.

House Manager:

- All of the above responsibilities for General Staff.
- Supervise and delegate to audience services staff.
- Act as House Manager in both venues as needed.
- Communicate with Box Office and Stage Management staff throughout a performance.
- Be fully informed of all CSF policies as they pertain to patrons and be able to direct patrons.
- Act as primary contact for all other CU departments (CU Police, Facilities Management, Events Planning and Catering, CES, etc.) during a performance.
- Complete detailed house reports at the conclusion of each performance.
- Ensure the safety of CSF patrons and take point for any medical emergencies that may arise at a performance.
- Enforce and maintain the CSF Liquor License footprint.

Qualifications:

- Must be able to lift small loads (approximately 25 lbs.) repeatedly for short periods of time.
- Must be willing to work late evenings and weekends as determined by the production calendar.
- Prior food service, hospitality, retail, or customer service experience a plus, but not required.
- Prior experience with cash handling a plus, but not required.

All positions include Training for Intervention Procedures (TiPS) certification, de-escalation, point-of-sale, and cash management training.

Interested applicants should submit a resume and cover letter to CSF Operations Manager, Kurt Mehlenbacher at kume5547exc@colorado.edu.