



## **Job Posting**

**Job Title:** Merchandise Associate (Seasonal Part Time, On Call, Hourly)

**Organization:** Pasadena Playhouse

**Department:** Front of House, Patron Services

**Reports to:** Associate Director of Front of House and Associate Director of Patron Services

**Direct Reports:** None

**About The Playhouse:** Pasadena Playhouse makes theater for everyone. As the official State Theater of California, our mission is to enrich people's lives through theater and programs in order to reflect its local and state-wide communities. Founded in 1917, the Playhouse understands the gravity of its responsibility to represent California's diverse population and their stories, and we program our season with this at the forefront of our decision making.

Under the leadership of Producing Artistic Director Danny Feldman, the Playhouse presents a full season of artistically innovative productions and engaging educational outreach activities to nearly 150,000 Southern California residents annually in two spaces: the 643-seat main stage theater and the 99-seat flexible Carrie Hamilton Theater. By focusing on the creation of great productions, the expansion of educational and outreach programs, the development of new plays, and the creation of innovative programs, the Playhouse will continue to be a leader in the industry.

**About the Position:** As the front line of our organization this position assists with day-to-day merchandise activities including set-up, sales efforts and tear down of merchandise while ensuring the highest quality of customer service. Hours will vary depending upon the show schedule, rentals, and box office needs. Evenings and weekends required.

The Playhouse is seeking someone who is highly motivated and has a passion for customer experience. The ideal candidate must have strong initiative, great problem-solving capability, excellent communication skills, and a can-do attitude. The company is growing and changing, so flexibility in job duties, description and expectations is a must.

### **Responsibilities:**

- Ensure the highest level of customer service
- Work closely with the Front of House team to ensure a smooth experience for patrons
- Manage setup, sales flow and breakdown of the merch display for each performance
- Maintain efficiency and a calm demeanor while managing a high volume of orders
- Maintain an organized and clean working area
- Run sales reports and manage inventory in Square
- Help with the fulfillment of online merchandise orders
- Attend periodic Front of House meetings



### **Minimum Qualifications and Competencies**

**Education/Experience:** Previous experience in customer service required. Previous experience in merchandise sales preferred. Excellent communication skills, both written and verbal. Ability to work evenings and weekends required.

**Supplemental Functions:** The employee is occasionally required to lift and/or move up to 25 pounds.

**Working Conditions:** Our primary sales location is outside. Arrangements will be made to ensure a comfortable work space during inclement weather. Candidates must be able to walk up and down stairs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Compensation:** Compensation is \$20.00/hr. Hours range from 0-25 hours a week based on production and event schedule.

**To Apply:** Please email a cover letter and resume to Emily Minnotte, [eminnotte@pasadenaplayhouse.org](mailto:eminnotte@pasadenaplayhouse.org). No phone calls please. Start date is immediate.

*We work to maintain a positive environment for our employees, where people can learn, grow and thrive with the company. We strive to provide a collaborative, creative, transparent workplace where each person feels encouraged to contribute to our processes, decisions, planning and culture.*

Pasadena Playhouse is an Equal Opportunity Employer.