

POSITION TITLE:	CTG Merchandise Representative
REPORTS TO:	Merchandise Lead, Ticketing & Customer Experience Director
WORK SCHEDULE:	Part-Time - typically nights and weekends. Must be available for 16 hours/week or more during performance weeks
WORK LOCATION:	Los Angeles and Culver City
STATUS: (Exempt/Non-Exempt):	Non-Exempt
COMPENSATION:	\$20.00/hour
BENEFITS STATUS:	Not Eligible
DEPARTMENT:	Marketing and Sales Department

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where access, belonging and a positive workplace culture are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes and in the community.

POSITION SUMMARY

Merchandise Representatives staff merchandise booths at CTG venues, assisting patrons who engage with the booth and coordinating all transactions before, during, and after each performance. Merchandise Reps are team players who enjoy customer service, love talking to patrons about the productions, are flexible and good at problem-solving, and keep a clear head in crowds and challenging situations. Note that typical shifts include nights, weekends, and holidays, and those without ample availability and schedule flexibility will not be considered.

PRIMARY RESPONSIBILITIES

- Manage the merchandise booth at the Ahmanson Theatre, Mark Taper Forum, and/or Kirk Douglas Theatre, explaining and selling the available merchandise to patrons during pre-show, intermission, and post-show and special events.
- Ensure that the merchandise booth and displays are kept clean and attractive before, during, and after each shift.
- Utilize the CTG Shopify account for all transactions and record-keeping.

- Perform daily inventory management, including completing inventory and sales reports, putting inventory away, restocking and keeping stock organized.
- Provide general customer service to theatregoers who may inquire about other CTG-related matters.
- Assist the Merchandise Lead in completing projects and tasks.
- Maintain awareness of all CTG productions and programming.
- Update, assist, and collaborate with other CTG departments and staff regarding merchandise projects at other theatres or outside events.
- Demonstrate an ongoing commitment to ensuring that access, belonging and a positive workplace culture are rooted in all levels and aspects of our work.
- Other duties or projects as assigned.

Center Theatre Group provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

QUALIFICATIONS

- Must enjoy customer service and talking to diverse individuals.
- Must be a strong problem-solver and keep a clear head in emergency or tense situations.
- Must be willing to learn new skills, including how to operate basic POS systems.
- Must have a strong commitment to health and safety and agree to follow policies meant to keep everyone in the CTG environment safe.
- Passion for theatre is a bonus.

MINIMUM REQUIREMENTS

- Physically able to lift and carry 30 lbs.
- Able to speak clearly in order to provide directions and support to patrons.
- Able to work with multiple priorities in a fast-paced environment.
- Must possess good verbal and written communication skills.
- Proficient with computers and mobile technology.
- Must be at least 18 years old.
- Demonstrated ability to work effectively with the public.

All employees are required to pass a background check.

In order to ensure a safe and healthy workplace, CTG recommends that all employees stay current with COVID-19 vaccinations and boosters.

HOW TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter to **btellu@ctgla.org**. Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not

include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance.