



Position Title: Ticket Sales & Front-of-House Associate

Status: Part-Time, Non-Exempt \$15-\$18 per hour commensurate

Location: Chicago, IL

Reports to: Manager, Development and Marketing

About the Organization:

Since 1987, Chicago Sinfonietta has been a bold and innovative force in classical music, championing equity, diversity, and inclusion through exceptional performances and programs. As a professional orchestra, we are committed to transforming lives through symphonic music while reflecting the dynamic diversity of our city and nation.

Why Join Us?

Working at Chicago Sinfonietta offers a unique opportunity to be part of one of the most dynamic and forward-looking orchestras in the nation. With a strong legacy of pushing boundaries and redefining the orchestra experience, Chicago Sinfonietta provides an environment of support, innovation, and leadership in the arts. Join us as we continue to inspire investment in diversity and inclusivity in classical

Job Summary

The **Chicago Sinfonietta** is seeking an energetic, customer-focused **Ticket Sales & Front-of-House Associate** to support its Box Office and concert operations. This **very part-time** role primarily provides coverage in the **1-2 weeks leading up to performances** and serves as **back-up for the Box Office Manager** as needed. On concert days, this position also acts as the **Front-of-House (FOH) Shift Lead**, ensuring a smooth and welcoming experience for all patrons.

Candidates should send a **resume, cover letter, and your general availability** to hr@chicagosinfonietta.org

Description:

Ticketing Support (pre-concert weeks)

- Answer inbound calls and emails to the Box Office.
- Process individual, group, and subscription ticket orders, exchanges, and special requests.
- Assist with outbound sales calls and follow-ups to subscriber and group prospects.
- Provide excellent customer service, ensuring each interaction reflects the Sinfonietta's welcoming and inclusive brand.

Front-of-House (FOH) Shift Lead – Concert Days

- Serve as on-site lead for lobby and audience-facing operations during performances.
- Coordinate with venue staff, volunteers, and ushers to ensure the lobby is set up correctly and guest-facing materials (programs, signage, will-call lists, etc.) are ready.

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- Communicate clearly with FOH and Box Office teams to manage patron flow, ticket issues, and any day-of-show concerns.
- Represent the Chicago Sinfonietta in a warm, professional manner to ensure a positive patron experience.
- Assist with other administrative or special projects as assigned.

Qualifications:

- At least 1 year of sales or customer service experience; experience in ticketing, performing arts, or hospitality preferred.
- Friendly, confident communicator comfortable with both inbound and outbound interactions.
- Strong organizational and problem-solving skills with attention to detail.
- Positive attitude and composure in fast-paced or time-sensitive situations.
- Proficiency in Microsoft Office; Tessitura ticketing software experience preferred.
- High school diploma or equivalent required; some college preferred.
- Appreciation for music, theatre, or the arts.

Compensation & Schedule:

- Hourly rate \$15-\$18 per hour commensurate with experience.
- This is a very part-time role, averaging 10-18 hours per week, during concert performances and the 2-3 weeks leading up to performances.
- Hours are flexible during weekday business hours (9am-5pm) in the weeks leading up to concerts, plus mandatory evening and weekend shifts on concert days.