

## **CENTER THEATRE GROUP JOB DESCRIPTION**

POSITION TITLE:	Merchandise Lead
REPORTS DIRECTLY TO:	KDT Manager, Customer Experience and Ticketing Director,
DIRECT REPORTS INCLUDE:	N/A
WORK SCHEDULE:	Part-Time, typically nights and weekends. Must be available for 22 hours/week or more during performance weeks, including office hours
LOCATION:	Ahmanson Theatre and Mark Taper Forum in Downtown Los Angeles, Kirk Douglas Theatre in Culver City
STATUS:	Non-Exempt
COMPENTATION:	\$22/hour

### **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 the values of diversity, equity, access, and inclusion 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 to ensure that everyone has access to our work onstage, behind the scenes and in the community.

As a nonprofit theatre, our mission has always been to reflect the community we serve and to harness the power of art to transform society. To that end, our organization is committed to bettering ourselves and embracing equity, access, and inclusion in all our work. In addition, we are committed to promoting an environment for our staff, artists, audiences, and colleagues that actively works against racism, harassment, and discrimination. [Learn more about our organizational commitments here.](#)

### **POSITION SUMMARY**

The Merchandise Lead oversees the daily operations of Center Theatre Group's merchandise sales at the Ahmanson Theatre, Mark Taper Forum, and Kirk Douglas Theatre. In coordination with Center Theatre Group's Customer Experience and Ticketing Director, and KDT Manager, the Merchandise Lead will support Merchandise Representatives who staff booths at CTG venues, assisting patrons and facilitating transactions before, during, and after each performance.

The Merchandise Lead oversees scheduling Merchandise Representatives on a weekly basis, and submitting timecards for the team on a biweekly basis. The Merchandise Lead will manage CTG's Shopify account,

inputting and updating inventory as needed, verifying transaction records, running reports, and ensuring timely and accurate settlement. The Merchandise Lead will also receive and manage inventory, and fulfill online orders for shipment. The Merchandise Lead will be a team player who enjoys customer service, is flexible and good at problem-solving, and keeps 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:

1. 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
2. Ensure that the merchandise booth and displays are kept clean and attractive before, during, and after each shift. Request graphic projects for signage and displays as needed
3. Update the Shopify account for all transactions and record-keeping. Run daily and weekly sales reports. Provide settlement documents as needed for show close-out
4. Perform daily inventory management, including filling out inventory reports and keeping stock organized
5. Manage the online store; keep the website up-to-date, fulfill orders, and facilitate shipment. Order shipping supplies as needed
6. Schedule Merchandise Representatives at all three theatres via When2Work weekly
7. Check and approve timestamps on all Merchandise Representatives' timecards, then submit them at the end of each pay period

#### SECONDARY RESPONSIBILITIES:

7. Provide general customer service to theatregoers who may inquire about other CTG-related matters
8. Maintain awareness of all CTG productions and programming
9. Update, assist, and collaborate with other CTG departments and staff regarding merchandise projects at other theatres or in outside events
10. Help support CTG's work towards being an anti-racist theatre and supporting the audience experience promoting a welcoming space for all.
11. Perform other duties as required.

#### QUALIFICATIONS:

##### DESIRED SKILLS

- 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 able to work basic POS systems, as well as work programs such as Shopify and When2Work.
- 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

- Able to speak clearly in order to provide directions and support to patrons
- Physically 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
- Must be able to lift and move boxes up to 30lbs. Must be able to push a dolly cart
- Demonstrated ability to work effectively with the public

**NOTES:**

- **Candidates MUST be able to pass a background check**
- CTG is not able to provide relocation assistance for this position
- The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all job duties performed by the personnel so classified. Management reserves the right to revise or amend duties at any time
- Staff members are expected to consciously and continuously promote the mission, values, programs, and impact of the organization

**CTG is committed to ensuring a safe and healthy work environment. We strongly encourage all employees to remain current with COVID-19 vaccinations and boosters.**

**TO APPLY:**

Please e-mail your resume and cover letter to [canderson-shaw@ctgla.org](mailto:canderson-shaw@ctgla.org). Please do not send links to online materials or materials in formats other than PDFs.

Please submit a cover letter that addresses your interest in the specific job requirements. Form letters or resumes without a cover letter will not be considered. In your cover letter, please also indicate how you became aware of this job opportunity, e.g., name of website, current employee, other source. Please be sure to include the position title in the subject line of your email.

NO PHONE CALLS PLEASE. We will contact qualified candidates 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. We support, promote, and embrace a diverse workforce.