

CENTER THEATRE GROUP JOB DESCRIPTION

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| POSITION TITLE: | CTG Merchandise Representative |
| REPORTS DIRECTLY TO: | Kirk Douglas Theatre Manager, Director of Marketing, Ahmanson House Manager |
| DIRECT REPORTS INCLUDE: | N/A |
| WORK SCHEDULE: | Part-Time - typically nights and weekends. Must be available for 16 hours/week or more during performance weeks |
| LOCATION: | Primarily Ahmanson Theatre in Downtown Los Angeles |
| STATUS: | Non-Exempt |
| COMPENTATION: | \$18.50/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

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, 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:

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.
3. Utilize the CTG Shopify account for all transactions and record-keeping.
4. Perform daily inventory management, including filling out inventory reports, putting inventory away, restocking and keeping stock organized.

SECONDARY RESPONSIBILITIES:

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

- Able to lift and carry 30 lbs.
- Able to communicate 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.

NOTES:

- **Candidates MUST be able to pass a background check.**
- **CTG is committed to having a safe and healthy workplace and strongly encourages all employees to stay current on COVID-19 vaccinations and boosters.**
- 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.

TO APPLY:

Please e-mail your resume and cover letter to 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.