

Front of House Sales and Service
College of Lake County

Direct Link: <https://www.AcademicKeys.com/r?job=263704>

Downloaded On: Oct. 10, 2025 1:04am

Posted Oct. 9, 2025, set to expire Feb. 5, 2026

Job Title Front of House Sales and Service
Department JM - Patron Services Sub Department
Institution College of Lake County
Grayslake, Illinois

Date Posted Oct. 9, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

Apply Online Here <https://apptrkr.com/6634201>

Apply By Email

Job Description

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Front of House Sales and Service
College of Lake County

Part Time

REQ-00000280

Why choose the College of Lake County for your next opportunity?

The College of Lake County (CLC) offers a competitive salary, excellent benefits that includes Blue Cross Blue Shield of Illinois health, Delta Dental and Superior Vision insurance plans, tuition support for employees and qualified family members, three retirement plans, disability, group and supplemental

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life insurance, health and dependent care flexible spending account plans, a compressed work week in the summer (Closed Fridays!), generous vacation, sick and personal time off and 14 paid holidays each year. Some benefits will not be available for part-time or part-time under 20 hours employees (ex: health insurance).

Position Title:

Front of House Sales and Service

Department:

JM - Patron Services Sub Department

Position Type:

Staff

Job Family:

Part-Time Staff Under 20 Hours

Job Summary:

The Front of House Sales and Service is an integral part of the team at The James Lumber Center for Performing Arts (JLC). The JLC's mission is to present high-quality, professional entertainment experiences, celebrate and showcase the variety and value of the performing arts and provide support to college and community programs, activities and educational events held in our facility. The JLC is committed to the principles of access, inclusion, diversity and equity in our center partnerships, department staffing, facility scheduling, artistic programming and presentational use.

The Front of House Sales and Service, a Part-Time Under 20 Hours employee, will cross-train to work in a variety of patron support areas: box office, ushering and concessions. This position primarily serves as a member of the team which assists the House Supervisor and Box Office Supervisor to ensure every patron has a high-quality experience during weekend events. There are also opportunities to work weekday daytime box office hours.

This position will work with a wide variety of community members, staff, faculty and students. This is a collaborative position, providing an immersive experience in Front of House performance support. If you are a lover of live performances, you will have the opportunity to experience many amazing shows

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while working in a supportive and creative environment!

Posting Date:

04/19/2025

Expected Start Date:

10/20/2025

Compensation Grade:

Part-Time Staff Under 20 Hours

Full-Time/Part-Time:

Part time

Location:

Grayslake Campus

Total Hours Per Week:

19

Job Description:

Depending on schedule, this position will rotate between the following responsibilities:

1. Box Office Sales: Sell tickets (in-person at the window and by telephone) using computerized on-line ticketing system during weekday box office hours and for weekend and evening scheduled events, running end of shift reconciliation reports and assisting with artist merchandise sales as needed.
2. Concession Sales: Set up concession sales for events, including the display of items for sale; reconcile revenue at end of sales shift; inventory concession items as directed; screen and service of beer and wine per BASSET certification requirements (company-paid BASSET certification training provided), including management of the portable bar.
3. Usher/Lobby Assistance: Scan (or collect) tickets from patrons as they enter theaters, assist with patron seating, give directions, distribute playbills, serve as coatroom attendant, lobby greeter, etc. as

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needed.

4. Other related duties as assigned.

Required Qualifications

- High School diploma or equivalent.
- Customer service work experience.
- 21 years of age or older and comfortable selling alcohol to adult patrons.
- Cash and credit card sales handling experience.
- Excellent verbal and written communication skills.
- Willing to attend BASSET certification training (if certification has not already been received).

Desired Qualifications

- Strong computer skills, MS Office preferred.
- Some experience with ticketing systems or ability to learn new software systems.
- Experience in an arts environment.
- BASSET certification (employer paid training available).
- Bilingual in Spanish and English

Physical: Primary functions require ability to remain in a stationary position (sit and/or stand) greater than 50% of the time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull up to 10 pounds frequently and occasionally up to 20 pounds; to regularly operate office equipment requiring repetitive hand movement and fine coordination including the use of a computer keyboard; the ability communicate to exchange information; and the ability to learn new tasks, remember processes, maintain focus, complete tasks independently, and make timely decisions.

Environmental: Work will often occur in an office setting; where temperatures may fluctuate between high and low temperatures occasionally; may experience varying noise levels occasionally.

Vision: Ability to observe in a near visual range with or without correction.

Pay Rate: \$15.75/hr

Part-Time Staff Under 20 Hours are not eligible to participate in certain benefit offerings at the College, including tuition reimbursement, tuition waiver, or health insurance. Part-Time Staff Under 20 Hours will be eligible for paid time off dependent on scheduled hours.

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EEO Statement

College of Lake County is an Equal Opportunity Employer with a policy of non-discrimination. Qualified applicants are considered without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age (40 or older), disability and genetic information (including family medical history).

To apply, visit https://clc.wd5.myworkdayjobs.com/en-US/External/job/Grayslake-Campus/Front-of-House-Sales-and-Service_REQ-00000280

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

JM - Patron Services Sub Department
College of Lake County

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