

Northlight Theatre

Job Description as of 6/9/26

Job Title: Patron Services Associate

Category: Temporary - Hourly, Non-Exempt

Description: Patron Service Associates are part of a team dedicated to enhancing the Northlight Theatre patron experience by providing customer service reflecting Northlight's brand, core values, and overall patron experience strategy.

Reporting to the Patron Services Manager/Asst. Manager, Patron Services Associates are Northlight's primary Box Office employees. They are responsible for processing ticket sales at our Box Office, both over-the-counter and on the phone. The hours for this position vary seasonally; applicants must be available for a minimum of 15 hours per week during the run of productions. (Not eligible for tips.)

Responsibilities include but are not limited to:

- Sell tickets and provide general Northlight information at Box Office counter and over the phone
- Welcome guests to our new Evanston venue and provide information about the building and transport/parking options
- Answer general patron questions about Northlight and events
- Be knowledgeable of all Northlight accessibility options, including providing assistive listening devices/accessibility equipment and explaining use to patrons
- Process season subscription sales in-person and over the phone
- Update patron information on our CRM
- Receive mail and package deliveries
- Assist with emergency procedures as needed
- Adhere to Northlight policies as listed in Employee Handbook
- Assist with concession and merchandise sales if line becomes busy, with potential of serving beverages and snacks
- Distribute tickets or check-in patrons for opening nights, fundraisers, and other Northlight-hosted events
- Support House Manager if any specific patron needs arise
- Other duties as assigned to support the Patron Services team

Qualifications: Familiarity with ticketing CRMs, especially Spektrix, is a plus. Friendly patron services demeanor and helpful attitude. Illinois Beverage Alcohol Sellers and Servers Education and Training (BASSET) certification and food handler training; certification fees and training hours covered by Northlight Theatre. Skilled in basic Google Suite functions. This position works in-person at Northlight Theatre, 1012 Church Street in Evanston, IL.