

Part-time position requiring some weekends and evenings. Approximately 16-20 hours a week.
Reports to the Spertus Technical Services Manager. Compensation is hourly based on experience.

RESPONSIBILITIES

Patron Services

- Coordinates patron services staffing schedule
- Staffs visitor services front desk as needed, assisting with ticket sales, phone queries, information, directions, and questions

Special Events and House Management

- Trains temporary staff in patron services protocols, including safety policies
- Orients, coordinates, informs, and supervises event staff on day of events
- Coordinates with facilities, program, and catering staff to make sure event and productions run smoothly
- Work evening and weekend events when required

Administrative Responsibilities

- Data entry of timelines, floor plans, and staffing models necessary for pre-production of special events
- Provide support for building operations department
- Update and maintain files, training manuals, and electronic resources
- Take part in weekly coordination meetings and ensure building security has updated weekly schedules
- Create and deploy daily wayfinding and event schedule signage throughout the building
- Update and maintain automated phone system messages
- Place and restock collateral material

QUALIFICATIONS

- Bachelor's Degree or equivalent experience in a relevant area
- Excellent communication and organizational skills
- Ability to take initiative and coordinate patron services staff effectively
- Proficiency in basic data processing software
- Ability to work in a team environment
- Courteous, punctual, and dependable
- Familiarity with Jewish history and culture a plus

To apply, please send cover letter expressing interest in and outlining qualifications for this position along with a current resume and three references to:

Brandon Ross
bross@spertus.edu

Please do not include your cover letter, resume, or references in the body of the email. Instead send them as attachments in Word or PDF format. The subject header should read, "Application for Patron Services Coordinator."

Spertus Institute of Jewish Studies
610 S. Michigan Avenue
Chicago, IL 60605-1901

NO PHONE CALLS PLEASE.
Outstanding applicants will be contacted for an interview.
Spertus Institute is an equal opportunity employer.

About Spertus Institute of Jewish Studies

Founded in 1924 as Chicago's College of Jewish Studies, Spertus Institute today offers an innovative, non-denominational array of specialized and public programming, grounded in Jewish thought, inspired by Jewish values, and resolutely relevant to people's lives.

Spertus offers accredited graduate-level degree programs in areas that are critical to the Jewish and wider communities—including Jewish studies, leadership training, and nonprofit management. Recognizing that learning is sparked by many points of entry, programming at Spertus also includes cultural and continuing education offerings, such as lectures, seminars, exhibitions, concerts, and films. Partnerships and collaborative relationships in the Jewish, academic, philanthropic, and cultural arenas further allow Spertus to serve as a portal for diverse learning opportunities.

The Institute cultivates an atmosphere of lively discourse. We often hear from students and participants that their experiences at Spertus are inspiring and even transformative. That is by design, because the Institute pursues cutting-edge best practice in everything it does. This results in meaningful, important opportunities for personal and professional growth for constituents and communities.

In 2007, an innovative new Spertus building—designed by Chicago's Krueck + Sexton Architects—was opened at 610 S. Michigan Avenue in the heart of Chicago's historic academic and cultural corridor. This award-winning building serves as the main Spertus campus.