



Position: **Volunteer Backstage Tour Guide**
Department: Education
Reports to: **Education Coordinator**
Status: Volunteer

Basic Function:

Love The Rep? Want to share that interest with others? Become a Volunteer Backstage Tour Guide for the Education Department! We'll provide you with training, a script, and walking tour layout, and you'll lead groups around The Milwaukee Repertory Theater, imparting its history, various functions, interesting facts, and giving groups a sneak peek of how a living theater works. We are very appreciative of our Backstage Tour Guides! We make every effort to extend special offers The Rep employees may receive to Volunteer Backstage Tour Guides, which include discounts on Milwaukee art performances not limited to The Rep and being entered into a lottery four times a year to win free theater tickets and other prizes.

Duties and Responsibilities:

The Volunteer Backstage Tour Guide will greet groups, lead an orderly tour, and impart facts and history through five floors and three theater spaces.

- Attend a Backstage Tour Guide Orientation
- Sign up for available shifts through VolunteerSpot
- Arrive 30 minutes prior to shift
- Check-In with the Education Coordinator before the beginning of the shift
- Check-out tour guide keys and turn them back in at the end of the shift
- Walk the tour guide layout for that day prior to group arrival and, if necessary, coordinate paths with other Rep employees and volunteers
- Greet students or groups as they arrive (sometimes by bus)
- Facilitate dividing groups into tour sizes if necessary
- Introduce yourself to teachers and/or leaders and learn the background of the group and their interests to customize their tour
- Lead groups on the designated tour guide path which may change from week to week
- Follow the tour guide script, answer questions, and customize the tour to the group's attention span, interests, and behavior
- Be responsible for taking students and groups into spaces that may have delicate props, costumes, or equipment. Inform, remind, and enforce safety and courtesy procedures.
- Interact with Milwaukee Repertory Theater cast and crew, and invite them to interact with groups
- Deliver groups back to the rotunda and direct them back to their bus and/or answer parking questions

Qualifications:

- Able to stand for 2 hours
- Able to climb up to five flights of stairs at once
- Possess a loud and clear speaking voice
- Possession of email and cell phone
- Possess reliable transportation
- Pay for your own parking if necessary
- Ability to arrive on-time
- Ability to check email or phone messages at least once every 24 hours
- Existing group or tour management is an added benefit

To Apply:

We are interested in receiving applications from a broad spectrum of people, including women and minorities. Send an email with a brief explanation of why you're interested to jtoutant@milwaukeeep.com. Resumes are welcome, but unnecessary. Please, no walk-ins or phone calls.