



**Position:** Stackner Cabaret House Manager  
**Department:** Marketing  
**Reports to:** Front of House Operations Manager  
**Status:** Part-Time, Seasonal, Non-Exempt – must be able to work a minimum of 20 hours a week  
**Start Date:** Training target date: January 25 or as soon as available

**Summary:**

Milwaukee Repertory Theater has an excellent opportunity for friendly and enthusiastic House Managers for the remainder of the 2018/19 Season. If you are skilled in customer service and would enjoy working with others in the exciting world of theater, this is the job for you! Training begins as soon as possible, so interested applicants should apply promptly according to the directions below.

**Duties and Responsibilities:**

The House Manager is the first point of contact for many of our patrons as such they are responsible for creating a welcoming, safe and comfortable environment for guests that reflects the mission and vision of The Rep. House Managers will demonstrate outstanding customer service and attention to detail, be a team player, enthusiastic, articulate and have an interest in the arts. They will maintain communication with other staff and direct the volunteer ushers. The Stackner Cabaret House Managers will be the primary House Managers in the Stackner Cabaret venue working 3-5 performances per week each when the Stackner is in performance. This is a part-time position with evening and weekend hours. Compensation is \$10.25 per hour.

- Provide best-in-class customer service and enhance customer relations
- Maintain safety and security of front-of-the-house for the Stackner Cabaret
- Lead evacuation and emergency procedures, putting the safety of the patrons and ushers first
- Communicate with Stage Management and Ticket Office to ensure smooth flow of events
- Work with hosts and servers to ensure patrons are seated promptly whether attending a performance in the Stackner Cabaret or another venue.
- Conduct volunteer usher meeting, assign usher positions, and monitor usher performance
- Ensure the smooth and orderly movement of all patrons to their correct seats
- Manage the seating of latecomers and provide assistance to patrons with access needs
- Monitor and maintain the cleanliness of the theater, lobby, restrooms and areas directly outside the lobby
- Monitor lobby displays and furniture in the lobby
- Manage adequate supplies and dispersal of programs and special inserts
- Provide general performance support for special events, community engagement activities and Marketing needs such as program inserts, surveys and Marketing materials in the lobby
- Accurately and appropriately convey patron feedback
- Complete and submit necessary show reports
- Ensure that all petty cash, deposits, and parking passes are secure at all times
- Attend mandatory Front of House training meetings
- Other assignments as needed

**Qualifications:**

- High School diploma (or GED); college experience preferred
- Experience in patron services and/or house management desired
- Experience in bar or restaurant FOH is a plus (this position will not serve food or ring up tables, but you will work closely alongside the bar and restaurant staff)
- Experience managing staff and volunteers
- Organizational skills: the ability to multi-task, to remain calm and efficient in a busy work environment, and to maintain a high level of attention to detail
- Excellent personal communications skills (written and verbal) with demonstrated ability to resolve customer issues and conflicts in a positive, pleasant and professional manner
- Demonstrated ability to meet deadlines, solve problems quickly and work well under pressure
- Exhibit a positive attitude at all times especially in the presence of patrons
- Ability to stand and/or walk throughout an entire shift – roughly 3 hours at a time minimum
- Capable of lifting of up to 50 lbs.
- CPR training/Emergency first Aid preferred (House Managers without current certification will be required to attend a class when one is available through community partners)
- Previous work experience in a theater is preferred but not required
- Ability to pass a background check in accordance with state and/or Federal laws

**To Apply:**

Send cover letter, resume, and availability to Jamie Ziolkowski, Front of House Operations Manager at: [careers@milwaukeeep.com](mailto:careers@milwaukeeep.com). Deadline to apply is Fri. Jan. 18

Please include "Job Application for:" and the position that you are applying to in the subject line. No phone calls or walk-ins please.

*Milwaukee Repertory Theater is committed to creating a culturally diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, or veteran status.*