



## JOB POSTING

**Position: Audience Services Representatives**

Department: Ticket Office

Reports to: Audience Services Manager

Status: Part-time, Seasonal, Non-Exempt

Schedule: Immediate openings for all shifts

**Start Date: As Soon As Possible**

**Position Summary:**

Milwaukee Repertory Theater has an excellent opportunity for friendly and enthusiastic Audience Services Representatives for the 2019/20 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! Available for immediate hiring with openings in all shifts, so interested applicants should apply promptly according to the directions below.

**Duties and Responsibilities:**

The Audience Services Representative assists patrons in person and on the phone, delivering outstanding customer service with single ticket and subscription ticket sales, exchanges, upgrades and donations. Employees in this job may be assigned to both Ticket Office window and phone functions, depending on the needs of The Rep.

- Assist patrons on the phone or in-person for single ticket and subscription ticket sales and exchanges
- Describe and promote season ticket packages to single ticket inbound buyers
- Support the Theater's fundraising efforts with simple donation requests during sales transactions, including explaining Theater's donor benefits, specials, and offers
- Provide general information to subscribers and patrons
- Handle customer issues, or appropriately escalate to other personnel as needed
- Accurately count and balance received checks, cash and credit cards at the close of shift
- Process and distribute will-call during shows
- Answer patron questions promptly, accurately, respectfully, and thoroughly
- Provide assistance as needed on various administrative projects
- Contribute to a positive, supportive team environment where all staff members can be successful

**Qualifications:**

1. At least one year of successful customer service experience; sales experience *preferred*, and ticketing a plus.
2. Demonstrated success handling cash, checks, and credit cards. Positive, articulate, outgoing, and friendly personality; a sense of humor a plus!
3. Able to work in an upbeat and often fast-paced environment.
4. Comfortable answering customer questions and patience to resolve customer service issues.
5. 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.
6. Tessitura experience *desired*.
7. High school diploma (or GED).
8. Ability to stand for long periods of time, up to the duration of a shift (Ticket Office) and communicate effectively over the telephone for the duration of a shift (Phones).
9. Professional regional theater experience or knowledge is *preferred*, but not mandatory, and some flexibility in weekly hours is necessary.

**Schedule, Compensation and Benefits:** Immediate openings for all shifts. Compensation is \$9.70 per hour. In addition, employees are eligible for comp tickets to our shows and are encouraged to attend.

**To Apply:** Send cover letter and resume to: [careers@milwaukeeep.com](mailto:careers@milwaukeeep.com)

Include the position you are applying to in the subject line. **Applications are being accepted on a rolling basis until all positions/shifts are filled.** Please, no walk-ins or phone calls.

*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*