



JOB POSTING

Position: **Concierge/Gift Shop Associates**
Department: Marketing
Reports to: Front of House Operations Manager
Status: Part-Time, Seasonal, Non-Exempt
Start Date: **September 2019**

Summary:

Milwaukee Repertory Theater has an excellent opportunity for friendly and enthusiastic Concierge/Gift Shop Associates 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! Individuals will be scheduled to work shifts in both positions. There are immediate openings in a variety of shifts, so interested applicants should apply promptly according to the directions below. This is a part-time position with evening and weekend hours. Compensation is \$9.50 per hour.

Major Duties and Responsibilities:

The Concierge/Gift Shop Associate is responsible for assisting patrons at the Quadracci Powerhouse Concierge Desk before, during, and after performances. The Concierge pro-actively interacts with patrons to provide excellent customer service and assist the House Manager in providing a safe, efficient, and welcoming experience for our patrons.

- Help House Manager monitor and maintain cleanliness of public areas, including the theater, all areas of the lobby, restrooms, Donor's Lounge and areas directly outside the main lobby
- Prior to the show's start and end and prior to intermission, put out new merchandise as needed, refold shirts, tidy displays, etc. Inform House Manager if supplies are running low
- Help House Manager monitor lobby displays and furniture in lobbies
- Review performance information given by the Audience Services Manager in order to answer questions from ushers and patrons regarding the show
- Communicate feedback from patrons to the House Manager
- Put out materials in the lobby i.e. PlayGuides, Marketing Materials, etc.
- Sell gift shop merchandise, including parking passes and maintain coat check and sign out assisted listening devices
- Store patron food and luggage, as requested
- Ensure that petty cash and parking passes are secure at all times
- Assist House Manager with seating of late patrons and provide assistance regarding access/ADA compliance
- Audit gift shop cash register, parking passes, coat check numbers and complete deposit at the end of your shift.
- Store and charge assisted listening devices
- As a part of the Front of House team, you are responsible for evacuation and emergency procedures, putting the safety of the patrons, ushers, and other staff before everything else

Qualifications:

- A minimum of 1 year of customer service including experience in cash handling
- Hospitality experience a plus, preference given to applicants with front desk or concierge experience
- Highly responsible and reliable
- Ability to work in a fast paced environment
- Strong interpersonal and problem solving abilities
- Exhibit a positive attitude at all times especially in the presence of patrons
- Ability to stand and/or walk throughout an entire shift
- Capable of lifting of 50 lbs unassisted
- 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

Please include "Job Application: Front of House" in the subject line. *Applications are being accepted on an ongoing basis until all positions are filled.* 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.