



HOUSE MANAGER JOB POSTING

Position:	House Manager	Status:	Part-Time, Non-Exempt
Department:	Marketing	Annual/Seasonal:	Seasonal
Reports To:	Audience Services Manager	Start Date:	ASAP
To Apply:	Click Here to Apply	Deadline to Apply:	October 8, 2021

Milwaukee Rep has an excellent opportunity for friendly and enthusiastic **House Managers** for the 2021/22 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 and shifts begin in October, so interested applicants should apply promptly according to the directions below.

Our mission is to ignite positive change in the cultural, social, and economic vitality of our community by creating world-class theater experiences that entertain, provoke, and inspire meaningful dialogue among an audience representative of Milwaukee's rich diversity. *It is important that our hiring practices reflect this commitment to diversity and we strongly encourage applications from members of underrepresented groups.*

Position Summary:

The House Manager is the first point of contact for many of our audiences responsible for creating a welcoming, safe and comfortable environment for guests that reflects the mission and vision of Milwaukee 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 supervise the Guest Services & Gift Shop Associates as well as direct the volunteer ushers. This is a part-time position with evening and weekend hours. Compensation is \$13.00 per hour and includes a \$250 signing bonus.

Other major duties and responsibilities include:

- Provide excellent customer service and enhance customer relations
- Ensure COVID health and safety protocols are enforced and maintained
- Maintain safety and security of guests and staff attending performances/events
- Lead evacuation and emergency procedures, putting the safety of the guests and ushers first
- Communicate with Stage Management and Ticket Office to ensure smooth flow of events
- Conduct volunteer usher meeting, assign usher positions and monitor usher performance
- Ensure the smooth and orderly movement of all guests to their correct seats
- Oversee the seating of latecomers and provide assistance to guest with access needs
- Supervise the work and actions of the Guest Services & Gift Shop Associates
- Monitor and maintain the cleanliness of the theater, lobby, restrooms, Donor's Lounge 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 PlayGuides and Marketing materials in the lobby.
- Accurately and appropriately, convey patron feedback.
- Complete and submit necessary show reports.
- Ensure that all petty cash, deposits are secure at all times.
- Attend mandatory Front of House training meetings.
- Other assignments as needed.



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Qualifications:

- High School diploma (or GED); college experience *preferred*
- Experience in patron services and/or house management desired
- 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 interpersonal 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
- Ability to exhibit a positive attitude at all times especially in the presence of guests
- Ability to stand and/or walk throughout an entire shift
- Ability to lift up to 50 lbs, unassisted
- CPR training/Emergency first Aid *preferred* (House Managers without current certification will be required to attend a paid certification program prior to the start of the season that Milwaukee Rep will pay for)
- 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
- Ability to provide proof of fully vaccinated status before first day of work

Compensation, Shift Availability, and Benefits: Immediate openings in all shifts. Compensation is \$13.00 per hour plus a \$250 signing bonus. Additionally, employees are eligible for comp tickets to our shows and are encouraged to attend.

About Milwaukee Repertory Theater: Milwaukee Rep is the largest performing arts organization in Wisconsin welcoming 300,000 people at 700 performances of 15 productions a season at the Patty & Jay Baker Theater Complex featuring three unique performance venues – the Quadracci Powerhouse, Stiemke Studio and Stackner Cabaret. For over six decades, Milwaukee Rep has been a centerpiece of Milwaukee’s vibrant arts and cultural scene with productions ranging from Broadway musicals to Shakespeare to American Classics and New Works that are entertaining, inclusive and impactful. Under the leadership of **Artistic Director Mark Clements** and **Executive Director Chad Bauman**, Milwaukee Rep ignites positive change in the cultural, social and economic vitality of our community by creating world-class theater experiences that entertain, provoke, and inspire meaningful dialogue among an audience representative of Milwaukee’s rich diversity.

To read more about Milwaukee Repertory Theater, please visit: www.MilwaukeeRep.com

To read more about Milwaukee Repertory Theater’s commitment to Equity, Diversity, & Inclusion, including our ED&I Vision of Success, please [Click Here](#)

APPLICATION INSTRUCTIONS

Please submit online application, including cover letter, resume and availability. Attn to: Audience Services Manager

[Submit Application Materials Online](#)

The deadline to apply is Friday, October 8th, 2021. Applications will be accepted on a rolling basis until all shifts are filled, however we are looking to fill positions immediately.

*Full hyperlink web address (copy and paste into your browser):

<https://recruiting.paylocity.com/recruiting/jobs/Details/737488/Milwaukee-Repertory-Theater-Inc/House-Manager>

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.