



GUEST SERVICES & GIFT SHOP ASSOCIATE JOB POSTING

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

Milwaukee Repertory Theater is currently seeking applicants for **part-time Guest Service & Gift Shop Associates** 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:

Guest Services and Gift Shop Associates are responsible for assisting guests in our largest performance space the Quadracci Powerhouse before, during and after performances. Guest Services and Gift Shop Associates pro-actively interact with guests to provide excellent customer service and assist the House Manager in providing a safe, efficient and welcoming experience for our audiences. This is a part-time position with evening and weekend hours. Compensation is \$12 per hour.

Other major duties and responsibilities include:

- Rotate between the Guest Services Associate and Gift Shop Associate in the Quadracci Powerhouse lobby prior to performance time, during intermission and after final curtain for productions and special events.
- 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
- Help House Manager monitor lobby displays and furniture in lobbies to make sure all are in their appropriate locations pre-show, intermission and post-show and that all are in good shape
- Prior to the show's start and end and prior to intermission, put out new merchandise as needed, refold shirts, tidy displays, etc.
- Sell Gift Shop merchandise, audit Gift Shop at the end of the shift (petty cash, credit card machine, cash register) and fill out appropriate sales deposit and inventory reports
- Review performance information given by the Audience Services Manager in order to answer questions from ushers and guests regarding the show
- Provide information and answer guests questions
- Communicate feedback from guests to the House Manager
- Put out materials in the lobby i.e. PlayGuides, Marketing Materials, etc.
- Sign out assisted listening devices
- Assist House Manager with seating of late patrons and provide assistance to guests with concerns regarding access and ADA compliance
- 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 guests, ushers and other staff before everything else
- Other assignments as assigned



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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 or retail experience
- Highly responsible and reliable
- Ability to work in a fast paced environment
- Demonstrated interpersonal and problem-solving abilities
- Ability to exhibit a positive attitude at all times especially in the presence of patrons
- Ability to stand and/or walk throughout an entire shift
- Ability to stand and/or walk throughout an entire shift and lift up to 50 lbs., unassisted
- Must be available for weeknight and evening work
- 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 \$12.00 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/737318/Milwaukee-Repertory-Theater-Inc/Guest-Services-Gift-Shop-Associate>

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.