



## TICKET OFFICE REPRESENTATIVES JOB POSTING

<b>Position:</b>	<b>Ticket Office Representatives</b>	<b>Status:</b>	Non-Exempt
<b>Department:</b>	Ticket Office	<b>Full/Part Time:</b>	Part-Time
<b>Reports To:</b>	Ticket Office Manager	<b>Schedule:</b>	Flexible
<b>To Apply:</b>	<a href="#">Click Here To Apply</a>	<b>Start Date:</b>	ASAP

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Milwaukee Repertory Theater is currently seeking applicants for **Part-Time Ticket Office Representatives**. If you are skilled in customer service and would enjoy working in the exciting world of live theater, this is the job for you! Our mission is to ignite positive changes 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. Furthermore, we are committed to accepting applications from candidates who are well-rounded but do not fulfill every qualification.*

### Position Summary:

The Ticket Office Representative is responsible for providing knowledgeable answers to patron's inquiries on Rep productions and programs, selling tickets for various events, providing support to Milwaukee Rep's Call Center and responding to patron comments. This position is part-time. Available for immediate hiring with openings in all shifts, so interested applicants should apply promptly following the directions below.

### Other major duties and responsibilities include:

- Assist patrons in-person, by phone or staffing lobby sales tables
- Respond to emails sent to general Milwaukee Rep informational email addresses
- Provide excellent customer service at all times answering questions promptly, accurately, respectfully and thoroughly
- Learn about all Rep offerings to ensure knowledgeable answers to patron inquiries.
- Support the Theater's fundraising efforts with donation requests during sales transactions, including explaining Theater's donor benefits, specials and offers
- Develop strong proficiency with ticketing system (Tessitura) to assist patrons quickly and efficiently
- Proactively sell tickets, up-sell Subscriptions; cross-sell tickets as well as restaurant dinner packages.
- Provide troubleshooting for customer issues and ticketing related questions
- Support outbound sales and sales research efforts
- Provide support for productions and events to monitor ticket inventory, accuracy of print and web information and other customer information as needed
- Follow all policies and procedures outlined by the Director of Sales and the Chief Marketing Officer
- Participate in organization-wide and departmental initiatives focused on becoming a more equitable and inclusive organization
- Contribute to a positive, supportive team environment where all staff members can be successful
- Accurately count and balance received checks, cash and credit cards at the close of shift
- Provide assistance as needed on various administrative projects and other duties as assigned

### Preference will be given to candidates who have the following qualifications:

1. One year of successful customer service experience; sales experience preferred and ticketing a plus. Tessitura experience *desired*.
2. General office skills (business phone etiquette, use of computers/tablet devices).
3. Ability to work in a fast paced and multi-tasking environment while maintaining a high level of attention to detail.
4. Ability to remain patient, understanding and think critically, while interacting with patrons.
5. Positive, articulate, outgoing and friendly personality; a sense of humor a plus!
6. Flexibility in working weeknight and weekends hours is necessary.
7. 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).



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### Qualifications continued:

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.
10. High school diploma (or GED).

### Additional Requirements:

- Ability to pass a background check in compliance with Federal and/or State laws
- Milwaukee Rep has a mandated vaccine policy and requires all employees to submit proof of vaccination (and booster if medically eligible) for COVID-19 OR documentation for a medical or religious exemption before the first day of work. Requests for exemption will be reviewed to determine if an accommodation can be made

### Schedule, Compensation and Benefits:

Immediate openings for all shifts. Compensation is \$12.00 per hour plus a \$250 signing bonus. In addition, employees are eligible for complimentary 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. Every season requires a team of dedicated, passionate and skilled people. Whether it be a 30+ year veteran employee or one who's never experienced a Milwaukee winter before, everyone shares a common sense of purpose and determination that enables us to bring world-class theater to the stage. Season after season, our accomplished team never ceases to amaze!

To read more about Milwaukee Repertory Theater, please visit: [www.MilwaukeeRep.com](http://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**

**Fill out an online application (takes less than 3 minutes!)**

### **[Submit Application Materials Online](#)**

**Applications will be accepted on a rolling basis until all positions/shifts are filled.** In order to maintain an equitable process, everyone *must* apply online. Any candidate who requires different accommodations to submit an online application should contact [ehill@milwaukeekeerep.com](mailto:ehill@milwaukeekeerep.com)

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

<https://recruiting.paylocity.com/recruiting/jobs/Details/1013699/Milwaukee-Repertory-Theater-Inc/Ticket-Office-Representative>

*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.*