



JOB POSTING

Audience Services Manager

Position:	Audience Services Manager	Status:	Exempt
Department:	Marketing	Full/Part Time:	Full-Time
Reports To:	Chief Marketing Officer	Annual/Seasonal:	Annual
Start Date:	June 1, 2024	Compensation:	\$50,000
To Apply:	Click Here To Apply	Deadline to Apply:	May 1, 2024

ABOUT MILWAUKEE REP

[Milwaukee Rep](#) is the largest performing arts organization in Wisconsin in terms of audiences served and one of the largest professional theaters in the country. Each year we welcome nearly 300,000 people at 700 performances of 12 productions across 3 unique stages ranging from Broadway musicals to Shakespeare to American Classics and New Works that are entertaining, inclusive, and impactful. Come join us at Milwaukee Rep where we value inclusion, innovation, and quality and where you will have an impact in helping us to fulfill our mission to ignite positive change in the community. It is important that our hiring practices reflect our ongoing commitment to diversity and anti-racism and we strongly encourage applications from members of underrepresented groups. We are further committed to considering applicants who are well-rounded but do not fulfill every qualification.

Position Summary

The Audience Services Manager works to assure an exceptional guest experience, to plan and deliver front-of-house support in multi performance venues and to provide staffing for special events and rentals held in our Theater Complex. This position ensures that public spaces and performance venues are ready for guests and creates a fun, welcoming and lively environment for a diverse group of guest, volunteers and staff. This role is highly visible and interacts with sponsors, donors, patrons as well as regular interaction with Rep employees throughout the organization. The Audience Services Manager is expected to provide the highest level of customer service to all guests, vendors and volunteers.

Major duties and responsibilities include

- Staff lead in all front-of-house activities needed to provide a positive customer experience and to ensure a safe and pleasant patron environment
- Day to day supervision of all front-of-house operations within a multi-venue environment
- Act as point person for Milwaukee Rep staff at performances and events, taking leadership responsibility for front-of-house functions and supervision
- Oversee safety and emergency preparedness program for audiences and respond to emergency situations involving audiences/guests in the facility as needed
- Work in collaboration with all departments as needed for the overall success of special events/rentals
- Hire, train, manage and schedule front-of-house staff
- Manage 500+ Volunteer Ushers including scheduling and training as well as overseeing set up and managing volunteer online system
- Anticipate and meet the requirements of special needs patrons ensuring ADA standards are met
- Maintain standards for venue readiness ensuring front-of-house is clean and ready at all times
- Oversee the management of Milwaukee Rep's Gift Shop including set up/appearance, inventory ordering and management and accounting audits
- Oversee and implement Milwaukee Rep's ACCESS Program
- Respond to guest/patron requests as needed
- During off-season time provide support at Milwaukee Rep Summer Events such as Milwaukee Rep awareness tables.
- Other duties as requested



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Requirements of the Position

- Bachelor's Degree or equivalent experience, ideally within a not-for-profit theater company, cultural organization, or similar entity, with demonstrated success in performing similar duties as required of this position.
- Leadership experience in a non-profit arts setting, *preferred*
- Experience in performance venue/entertainment front-of-house supervision
- Graduate of IAVM's Venue Management School, Academy for Venue Safety and Security, and/or Guest Services Professional program(s) is a plus
- Be able to lift up to 25 pounds unassisted, on occasion
- Ability to work independently and to lead, train and motivate others
- Demonstrated ability to work with the public and use conflict resolution skills
- Strong written and verbal communication skills
- Proficiency in Microsoft Office including Word, Excel, Outlook, PowerPoint and Window applications required
- Position requires the ability to accommodate a flexible schedule (primarily evenings), including weekends as well as able to perform in a fast-paced, dynamic work environment
- Basic medical emergency skills (e.g., C.P.R. certification) or willingness to obtain
- This position requires a valid driver's license and access to a personal vehicle
- Ability to pass a background check in accordance with state and/or Federal laws

Milwaukee Rep Values Employees Who:

- Communicate well with a diverse group of colleagues, and are able to accept and incorporate feedback
- Demonstrate an aptitude and eagerness to learn new skills and processes when necessary
- Solve problems and engage in creative thinking about challenges individually and in a group environment
- Have excellent interpersonal, teamwork, and diplomacy skills and ability to be self-directed and take initiative
- Demonstrates an understanding of historical and institutional racism in the American theatre and/or a willingness to commit to learning and to the mission, vision, and values of the theater in areas of Equity, Diversity, and Inclusion efforts both in the workplace and in our community.

BENEFITS OFFERED

Employee Benefits

Health & Dental Insurance – Employee contribution to premium
Health Savings Account & Health Reimbursement Account
Flexible Spending Account
403(b) Retirement Plan
Paid Time Off Package including Vacation Time, Sick Leave, Holidays, Parental Leave, Medical Leave

TO APPLY

Required Materials: Online Application, Resume, Cover Letter detailing why you are the best candidate for the position.

Deadline: **May 1, 2024** Applications will be accepted on a rolling basis thereafter until the position is filled.

All applications must be submitted through the online portal. Any candidate who requires accommodations to submit an online application should contact Human Resources Manager, Liz Merwin at lmerwin@milwaukeeerep.com

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

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.



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Additionally, any physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.