



JOB POSTING

Ticket Office Representatives

Position:	Ticket Office Representative	Status:	Hourly, Non-Exempt
Department:	Ticket Office	Full/Part Time:	Part-Time
Reports To:	Ticket Office Manager	Schedule:	Flexible
Start Date:	ASAP	Compensation:	\$13.30/hour
To Apply:	Click Here to Apply	Deadline to Apply:	Applications reviewed as received

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 up to 700 performances of 12 productions across 4 unique stages ranging from Broadway musicals to Shakespeare to American Classics and New Works that are entertaining, inclusive, and impactful. Every season requires a talented and diverse team of people on and off stage. 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 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. Position requires a minimum of 2 shifts totaling at least 10 hours with a maximum of 28 hours a week. Availability for weekend shifts and some evening hours a must.

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:



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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 and communicate effectively over the telephone for the duration of a shift.
8. Professional regional theater experience or knowledge is preferred but not mandatory, and some flexibility in weekly hours is necessary.
9. High school diploma (or GED).

Additional Requirements:

- Ability to pass a background check in compliance with Federal and/or State laws

Milwaukee Rep Values Employees Who:

- Communicate well with a diverse group of colleagues
- 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
- Are able to accept and incorporate feedback
- 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

TO APPLY

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 lmerwin@milwaukeeep.com

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.

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.