JOB POSTING
Gift Shop Associate

Position:	**Gift Shop Associate**	Status:	Non-Exempt
Department:	Marketing	Full/Part Time:	Part-Time
Reports To:	Associate Director of Guest Operations	Annual/Seasonal:	Seasonal
Start Date:	As soon as possible	Compensation Range:	$16.00 an hour
To Apply:	Click Here To Apply	**Deadline to Apply:**	Open Until Filled

JOIN OUR GUEST OPERATIONS TEAM

We're looking for friendly, dedicated team members to help welcome nearly 300,000 guests to world-class productions across our three unique stages. As a member of our **Customer Service Team** for the 2026/27 Season, you'll play a key role in creating a warm, inclusive, and memorable experience for every patron.

POSITION SUMMARY

The **Gift Shop Associate** helps create a welcoming, service-oriented retail experience that supports both audience engagement and earned revenue. This **part-time, seasonal position** is responsible for operating the theater's Gift Shop during performance hours—including processing sales, assisting with inventory, and supporting merchandise displays. To ensure excellent customer service, Gift Shop Associates are expected to maintain strong knowledge of Gift Shop products, the facility, current productions, and special events. Positions typically range from **12 to 20 hours per week during performance weeks**.

Key Responsibilities Include:

Customer Service & Sales

- Greet and assist patrons with purchases in a friendly and professional manner.
- Operate the Toast point-of-sale (POS) system, process transactions accurately, and handle cash/card payments.
- Promote current merchandise, special items, and theatre-branded products.
- Maintain product knowledge to answer customer questions confidently.

Merchandising & Inventory

- Restock shelves and maintain clean, organized, and visually appealing displays.
- Assist with inventory counts, tagging, pricing, and stock rotation.
- Alert supervisor to low stock levels or supply needs.

Theatre & Guest Support

- Represent Milwaukee Rep answering basic questions about performances, class/workshop offers and venue amenities.
- Uphold the theatre's values of hospitality, inclusion, and community service.
- Coordinate with front-of-house and box office teams to ensure a seamless patron experience.
- Take responsibility as part of the Guest Operations team for evacuation and emergency procedures, prioritizing the safety of guests, ushers, and staff above all else.

Daily Operations & Reporting

- Open and close the gift shop independently or as scheduled.
- Reconcile the cash drawer and ensure accuracy of daily sales reports.
- Report any equipment or product issues to Guest Operations supervisors.

Additional Duties

- Support lobby and house reset, including collection of programs and lost items.
- Communicate patron feedback, incidents, or maintenance issues to the House Manager or Associate Director of Guest Operations.
- Attend Guest Operations trainings and meetings as required.
- Some Gift Shop Associates may be crossed-trained to work as House Assistants.
- Perform other duties as assigned.

Top Applicants Will Stand Out if They:

- Bring a positive, outgoing and friendly personality; a sense of humor a plus!
- Are reliable, punctual, and professional.
- Show attention to detail and committed to maintaining a tidy, engaging retail space.
- Listen well, follow instructions, and solve problems proactively.
- Works well both independently and as part of a team.
- Are enthusiastic about live theatre and delivering exceptional guest service.

REQUIREMENTS OF THE POSITION

Qualifications:

- 2+ years of experience in retail, customer service, or hospitality preferred.
- Excellent communication and interpersonal skills.
- Comfortable using point-of-sale (POS) systems; basic math and cash-handling skills required.
- Ability to remain patient, understanding and think critically, while interacting with patrons.
- Availability to work evenings, weekends, and holidays in accordance with performance schedules.
- Ability to pass a background check in accordance with state and/or Federal laws.

Physical Requirements:

The physical conditions described here 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.

- Able to regularly ascend/descend stairs.
- This position lifts and moves materials and supplies up to 25 pounds.
- Ability to stand, sit, or walk for up to 2 hours at a time.
- The regular duties of this job include communication in person
- Job requires use of close vision.

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

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

Deadline: Applications will be accepted 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 careers@milwaukeerep.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.