



JOB POSTING

Guest Services Associate

Position:	Guest Services Associate	Status:	Non-Exempt
Department:	Marketing	Full/Part Time:	Part-Time
Reports To:	Director of Guest Operations	Annual/Seasonal:	Seasonal
Start Date:	Week of September 7	Compensation Range:	\$19.00/hr
To Apply:	Click Here To Apply	Deadline to Apply:	Wednesday, August 19

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

Milwaukee Rep is seeking **Guest Services Associates** to staff our **Main Guest Services Desk**—the central hub of our main entrance and a key touchpoint for thousands of guests each season. In this highly visible, guest-facing role, you'll assist with ticketing, wayfinding, and general front-of-house support to help ensure an exceptional guest experience. The position also trains as a House Manager to help provide support in House Manager functions during the course of a performance or event shift. This is a **part-time, seasonal position**, averaging **12 to 20 hours per week during performance weeks**, with **daytime, evening, and weekend availability required**.

Key Responsibilities Include:

Guest Services

- Direct guests through the Associated Bank Theater Center, offering directions to theaters, restrooms, elevators, and other key areas.
- Serve as a general resource for guests navigating the space.
- Provide clear, friendly, and accurate information about current and upcoming Milwaukee Rep productions, events, and policies.
- Help resolve guest concerns with professionalism and care.
- Assist guests with seating issues

Accessibility & Safety Support

- Assist with check-out and return of accessibility devices, including:
 - Assistive Listening Devices (ALDs)
 - Captioning Tablets
- Troubleshoot basic device issues and maintain proper logging, cleaning, and charging protocols.
- Provide support for late seating in the Checota Powerhouse Theater and Herro-Franke Studio Theater, ensuring minimal disruption to the performance and a smooth 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.

Additional Duties

- Collaborate closely with House Managers, Ticket Office, and other Guest Operations staff to maintain a high standard of service.
- Train as a House Manager and provide additional House Manager support for key performances and/or special events. Help ensure the Guest Services Desk is tidy, well-stocked, and welcoming at all times.
- Attend required Guest Operations trainings and meetings.
- Other duties as assigned.

Top Applicants Will Stand Out if They:

- Bring a positive, outgoing, and friendly personality (a sense of humor is a plus!).
- Are reliable, punctual, and professional.
- Demonstrate strong problem-solving skills and remain calm under pressure.
- Show attention to detail and take pride in maintaining clean, engaging public space.

- Listen well, follow instructions, and take initiative when needed.
- Work well both independently and as part of a team.
- Are committed to creating inclusive, welcoming environments for diverse audiences.
- Are enthusiastic about live performance and passionate about the mission of non-profit theater.

REQUIREMENTS OF THE POSITION

Qualifications:

- 2+ years of experience in customer service, Ticket Office, front-of-house preferred.
- Strong leadership, interpersonal, and communication skills, both verbal and written.
- Patience, empathy, and critical thinking when interacting with patrons.
- Availability to work daytime, evenings, weekends, and holidays in accordance with performance schedules.
- Knowledge of ADA accessibility, emergency procedures, and audience safety protocols is a plus.
- CPR/First Aid certification (or willingness to obtain—training provided at our cost).
- 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.
- Physical ability to assist patrons using mobility devices as needed.
- 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@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.