



JOB POSTING

House Assistant

Position:	House Assistant	Status:	Non-Exempt
Department:	Marketing	Full/Part Time:	Part-Time
Reports To:	Associate Director of Guest Operations	Annual/Seasonal:	Seasonal
Start Date:	Week of September 7	Compensation Range:	\$16.00 an hour
To Apply:	Click Here To Apply	Deadline to Apply:	Wednesday, Aug 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

The **House Assistant** supports front-of-house operations during performances and events, helping to ensure a safe, organized, and welcoming environment for all patrons. This part-time, seasonal role works closely with House Managers, box office staff, and volunteer ushers to deliver outstanding customer service and accessibility support. This is a **part-time, seasonal position**, averaging **12 to 20 hours per week during performance weeks**.

Key Responsibilities Include:

Performance Support

- Assist the House Manager with pre-show setup, including lobby readiness, materials, and signage placement.
- Guide patrons to their seats and assist with crowd management during seating, late seating, and intermission.
- Monitor cleanliness and safety in public areas before, during, and after performances.

Customer Service & Patron Assistance

- Welcome guests with warmth and professionalism.
- Provide general information about current and upcoming Milwaukee Rep productions, events, accessibility services, and ticketing policies.
- Respond to guest inquiries or concerns with patience and attentiveness; escalate issues to the House Manager as needed.
- 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.
- Scan guest tickets upon entry.
- Assist guests with wayfinding throughout the facility.
- Troubleshoot basic issues with Assisted Listening Devices (ALDs) and Ticket Scanning Devices.
- Assist patrons with checkout and return of ALDs, including:
 - Explaining device usage clearly and confidently.
 - Ensuring ALDs are cleaned and fully charged before and after use.
 - Logging devices in and out according to internal tracking procedures.

Volunteer & Usher Coordination

- Assist with usher check-in and provide direction and support during performances.
- Help stock and distribute programs, feedback forms, and other materials to volunteers and audience members.

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.
- Perform other duties as assigned.

Top Applicants Will Stand Out if They:

- Bring a positive, outgoing, and friendly personality.
- Are reliable, punctual, and professional.

- Demonstrate strong problem-solving skills and remain calm under pressure.
- 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, theatre operations, or event management preferred.
- Strong leadership and interpersonal communication skills.
- Ability to manage a fast-paced environment with professionalism and poise.
- Patience, empathy, and critical thinking when interacting with patrons.
- Availability to work evenings, weekends, and holidays in accordance with performance schedules.
- Knowledge of ADA accessibility, emergency procedures, and audience safety protocols is a plus.
- 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 15 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@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.