



JOB POSTING

House Manager

Position:	House Manager	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:	\$19.00 an hour
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

The House Manager ensures a safe, welcoming, and well-organized front-of-house experience for all guests attending performances and events at Milwaukee Rep. Overseeing lobby operations, supervising front-of-house staff and volunteer ushers, and responding to guest needs in real time, the House Manager plays a key leadership role in creating a positive and accessible environment. This position serves as the primary liaison between patrons, Ticket Office, and production staff during performances, upholding Milwaukee Rep's high standards of customer service and operational excellence. This is a **part-time, seasonal position**, averaging **12 to 20 hours per week during performance weeks**.

Key Responsibilities Include:

Front of House Leadership

- Oversee all front-of-house operations during assigned performances and events.
- Ensure the lobby, venues, and public areas are clean, accessible, and ready to welcome patrons and guests including all TVs/monitors are turned on and working properly.
- Coordinate with Stage Management, Ticket Office, Concessions and Lubar Lounge attendant to ensure timely seating and curtain times.
- Supervise and support volunteer ushers before, during, and after performances.

Audience Experience & Safety

- Greet guests with professionalism and warmth, resolving issues with care and discretion.
- Assist with accessibility needs, lost and found, and emergency situations as needed.
- Enforce safety procedures, including evacuation protocols when required.
- Complete post-performance reports detailing attendance, incidents, and guest feedback.

Volunteer Engagement

- Support usher check-in, lead pre-show briefings, and assign usher duties.
- Foster a positive volunteer experience through clear communication and appreciation.
- Ensure volunteers uphold theater policies and provide excellent service to all guests.

Communication & Coordination

- Act as the primary liaison between front-of-house and backstage teams during events.
- Report urgent issues or recurring concerns to the Associate Director of Guest Operations.
- Ensure all public spaces are properly secured at the conclusion of each performance.

Additional Duties

- Attend Guest Operations trainings and meetings as required.
- Learn Gift Shop inventory and Toast point-of-sale (POS) systems to support Gift Shop Associates.
- 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.

- 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, theatre operations, or event management preferred.
- Strong leadership, interpersonal, and communication skills, both verbal and written.
- Able to communicate well both orally and verbally.
- Ability to manage a fast-paced environment with professionalism and poise.
- Patience, empathy, and critical thinking when interacting with guests.
- Availability to work a flexible schedule including 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.
- Ability to stand, sit, or walk for up to 4 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.