



POSITION ANNOUNCEMENT

PATRON SERVICES ASSOCIATE

Status: Non-Exempt, Part-Time, Seasonal

Salary: \$10/hour

Reports to: Patron Services Manager

POSITION DESCRIPTION

The Patron Services Associate is responsible for delivering exceptional customer service and managing ticketing operations at First Stage performances located at the Milwaukee Youth Arts Center. The Patron Services Associate will setup the ticketing and merchandise sales area, verify patron admittance within [First Stage's COVID-19 Safety Protocols](#), distribute will call tickets, answer patron inquiries and handle any customer service issues appropriately, complete onsite ticket transactions, and complete accurate settlement of transactions at the close of each shift. This is a part-time, seasonal, hourly position consisting primarily of evening and weekend hours, reporting to the Patron Services Manager.

QUALIFICATIONS

- Present a positive, friendly, respectful, and helpful demeanor in serving our patrons - both adults and children.
- Comfortable answering customer questions and patience to resolve customer service issues. Ability to remain calm yet firm in adherence to COVID-19 Safety Protocols.
- Organizational skills: the ability to multi-task, to remain calm and efficient in a busy work environment, and to maintain a high level of attention to detail.
- Basic accounting and cash handling skills.
- General computer proficiency; prior knowledge in the Tessitura ticketing system helpful.
- Interest in youth and performing arts helpful.

COMPENSATION

First Stage offers a mission you can stand behind and a family friendly, positive work environment. This seasonal part-time position is non-exempt, approximately 10-15 hours during performance weeks, compensated at \$10 per hour.

COVID-19 POLICY

First Stage requires [confirmation of COVID-19 vaccination](#) and the appropriate 14-day waiting period after vaccination series in order to have any First Stage employee present in any administrative office, classroom, rehearsal hall or performance space. If you are not



vaccinated due to health or religious reasons, please reach out to Erin Whitehead at ewhitehead@firststage.org.

TO APPLY

Send resume and cover letter to Jim Wnuczek at jwnuczek@firststage.org. No phone calls, please.

ABOUT FIRST STAGE

First Stage is one of the nation's leading theaters for young people and families. First Stage touches hearts, engages minds and transforms lives by creating extraordinary theater experiences through professional theater productions that inspire, enlighten and entertain, serving audiences of over 120,000 among more than 300 performances annually. Its Theater Academy, the nation's largest high-impact theater training program for young people, fosters life skills through stage skills and serves nearly 2,000 students each year. As Wisconsin's leader in arts-integrated education in schools, First Stage's dynamic Theater in Education programs promote literacy, character building and experiential learning throughout the curriculum, serving 20,000 students each year. For more information, visit www.firststage.org.

FIRST STAGE is committed to dismantling structures that may prevent ALL people from applying for employment with us. FIRST STAGE celebrates the richness of our world by cultivating Equity, Diversity and Inclusivity as they inspire the creativity that nurtures great art, artists and audiences.

FIRST STAGE is an equal opportunity employer and as such, we consider individuals for employment according to their abilities and performance. Employment decisions are made without regard to race, age, religion, color, gender, sexual orientation, national origin, physical or mental disability, marital or veteran status, or any other classification protected by law