

# POSITION ANNOUNCEMENT

## HOUSE MANAGER & PATRON SERVICES ASSOCIATE



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.

**Position:** House Manager & Patron Services Associate

**Status:** Non-Exempt, Part Time Seasonal

**Reports to:** Front of House Operations Manager

**Dates:** A mutually determined schedule between October 2022 and May 2023, evening and weekend hours required

**Compensation:** \$15/hour

**Overview:** First Stage seeks a House Manager & Patron Service Associate to provide our audiences with a welcoming, positive, and memorable theater experience. As a member of our dynamic team, you will deliver exceptional customer service through Front of House Management for First Stage's school (weekday matinee) and public (evening and weekend) performances at the Marcus Performing Arts Center and the Milwaukee Youth Arts Center (MYAC), and onsite ticketing services for public performances at MYAC. This position requires evening and weekend hours, a friendly demeanor, quick and confident problem-solving skills, the ability to lift up to 50 lbs. and be on your feet for long periods, and enthusiasm for theater and the performing arts.

### RESPONSIBILITIES AND DUTIES

#### HOUSE MANAGEMENT

- As First Stage's primary visible representative at performances, provide proactive customer service to patrons, ensuring a positive experience in the theater. Engage with youth and family audiences in a friendly and respectful manner, listening to and addressing patron issues, questions and concerns in an efficient manner.
- Set up lobby for each production, including relevant signage and stanchions. Ensure ticket scanners are charged and connected for mobile ticket scanning; collect and store materials when not in use. Inspect theater prior to each performance; ensure theater is in good condition before patrons arrive; work with Marcus Center housekeeping and engineering personnel or MYAC facilities staff to rectify any issues.
- Prepare any concessions and merchandise items for sale in the lobby pre or post-show or during intermission. Assist volunteer and/or additional staff in monitoring inventory, and sales reconciliation at the close of each shift.
- Communicate with Stage Management to open house and on late seating policies, and be knowledgeable of any aspects of the show to communicate to patrons, if needed.
- Work with Front of House Operations Manager, Patron Services Manager, and onsite ticketing staff for all seating needs, including larger groups, audience with accessibility needs, and any other circumstances.
- Ensure First Stage's COVID safety protocols are followed, as applicable.
- Attend to patron accidents or illnesses and call for medical assistance if necessary. Fill out any accident reports. Carry out emergency procedures as needed.

- Prepare house management reports each performance day and distribute to First Stage, Marcus Center and MYAC personnel in a timely manner.

#### **ONSITE TICKETING SERVICES**

- Deliver exceptional customer service and managing ticketing operations at First Stage performances located at MYAC.
- Setup the box office and merchandise sales area, distribute will call tickets, complete onsite ticket transactions, answer patron inquiries, and handle any customer service issues appropriately, and complete accurate settlement of transactions at the close of each shift.
- Communicate with the performance's House Manager for any seating issues or other patron needs as they arise.

#### **QUALIFICATIONS**

- Present a positive, friendly, respectful, and helpful demeanor in serving our patrons – both adults and children.
- Possess superior interpersonal, communication and organizational skills with ability to solve problems with ease and efficiency. Ability to multi-task, to remain calm and efficient in a busy work environment, and to maintain a high level of attention to detail.
- Cash handling and basic accounting skills required.
- General computer proficiency; able to use Microsoft Word, Excel and Outlook; willingness to learn Tessitura ticketing software program.
- Prior personnel, volunteer, and venue management experience helpful.
- Knowledge and/or interest in youth and/or performing arts helpful.

#### **REQUIREMENTS**

- Ability to meet the physical demands of the job, including being on your feet for long periods of time, and lift and move up to 50 lbs.
- Must be able to commit to work shifts as scheduled.
- Per current AEA guidelines due to the COVID-19 pandemic, proof of COVID-19 vaccination will be required.
- First Stage is committed to creating a safe, equitable, and inclusive work environment, and all incoming staff members will be required to completed Equity, Diversity, Inclusion and Justice training.
- This position involves working with young people, and as such, a background check will be required.

#### **TO APPLY**

Send a resume and a cover letter to Jim Wnuczek, Patron Services Manager, at [jwnuczek@firststage.org](mailto: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 about First Stage visit [www.firststage.org](http://www.firststage.org).