



### **House Manager (part-time)**

Reports to: Senior House Manager

The Sharon Lynne Wilson Center for the Arts is one of the finest multi-disciplinary cultural arts centers in the United States, with a mission to be the catalyst for lifelong discovery and exploration of the Arts. As a year-round hub of activity, the Wilson Center presents performances by world-renowned artists and ensembles; offers arts education opportunities; curates the Ploch Art Gallery, which features regional fine artists; and is committed to extending the arts beyond the walls of the Center through Lynn Chappy ArtsPark—a vibrant, outdoor sculpture landscape that will engage and inspire the broader Southeastern Wisconsin Community. In August, the annual Wilson Center Guitar Competition & Festival celebrates the world's leading classical, rock/blues, jazz, and fingerstyle guitarists.

The Center nurtures lifelong learning through innovative programs and classes for all interests, ages, and abilities in state-of-the-art studios and classrooms in our Lynn Chappy Arts Education Wing. Some of Southeast Wisconsin's finest arts organizations offer professional instruction at the Wilson Center, including First Stage Theater Academy, Trinity Irish Dancers, and the Wisconsin Conservatory of Music. From performances and recitals to meetings and special events, our beautiful spaces are available for rental to individuals, schools, organizations, and corporations throughout the community.

**We are presently seeking an outgoing part-time House Manager to provide the highest levels of customer service to all Wilson Center audience members, class attendees, group leaders, outside rental clients, supporters, and visitors.**

### **Job Responsibilities**

- During performances and events, ensure smooth operation of lobby, auditorium, restrooms, and other public areas of the Wilson Center, supervising and directing ushers and bartenders as required.
- Prior to the event/performance, communicate with backstage tech personnel and/or stage manager to confirm program times, intermission schedules, and late arrival and photography/videotaping rules.
- During the event/performance, maintain communication with the Wilson Center stage manager regarding starting of shows, closing and opening theater doors, intermissions, ending times.
- Resolve patron concerns and complaints in a timely, courteous manner.
- If necessary, complete Incident Report form as completely as possible. Interface with local police and rescue workers when required.
- Maintain and stock restrooms prior to and during events/performances.
- Submit an on-line Performance Report after each event/performance.
- At each event/performance, take attendance and supervise volunteer ushers.
- If possible, evaluate ushers' skill levels and experience, and assign tasks best-suited to such skill levels and experience. If unfamiliar with the ushers, rely on Senior House Manager's suggestions and/or ushers' self-selection for tasks they know well.
- At pre-performance briefing, which ordinarily takes place one hour prior to start of event/performance, remind ushers about proper attire, about responsibility to "be on duty" before show and during intermission, and about responsibility to remain after show ends to assist other ushers in clean-up of theater.
- Communicate with facilities director and other appropriate staff regarding building maintenance, accidents, parking lot issues, or police issues when they are brought to your attention.

- When required for a performance or event, cover tables with Wilson Center linens. At the end of event or performance, remove linens and bag for laundry pick-up.
- Monitor bar and alcohol supplies, making note of bartender requests for replenishing supplies.

### **Key Requirements**

- Good communication, observation, judgment, and organization skills
- Friendly, outgoing personality
- Punctuality
- Flexible schedule, including evenings, weekends, and holidays; hours per week will vary based on house manager's availability and the number of performances and events
- Ability to motivate and supervise volunteers
- Love of the arts

### **Recommended Qualifications**

- Familiarity with the Wilson Center's programming and audiences, as well as the Greater Milwaukee-area arts and culture scene
- CPR certification
- Candidates who have a City of Brookfield Bartender's license are preferred, however, for house managers who are willing to obtain a license, the Wilson Center will pay for the online course and Brookfield fees, as well as up to six hours of course time

### **To Apply:**

Send a current resume and cover letter via email to Karen Pacioni, Administrative services Manager and Executive Assistant, at [kpacioni@wilson-center.com](mailto:kpacioni@wilson-center.com); subject line: House Manager. Deadline to apply: June 30, 2017. Resumes without cover letters will not be considered. No phone calls, please.

The Sharon Lynne Wilson Center for the Arts is an equal opportunity employer and believes in equal opportunity for all employees and applicants. Accordingly, all employment decisions are based on the principles of equal opportunity. These decisions include recruitment, selection, promotion, transfer, discipline, compensation, benefits, training and other personnel actions involving persons in all job titles and shall occur without regard to race, creed, color, religion, sex, age, ancestry, national origin, disability, genetic information, military service, sexual orientation, marital status, arrest and conviction records, the use or nonuse of lawful products off the employers' premises during non-work hours, declining to attend meetings or participate in communications about religious or political matters or any other characteristic protected by law.