



House Manager (part-time)

Reports to: Senior House Manager

It is the mission of the Sharon Lynne Wilson Center for the Arts to serve as the catalyst for lifelong discovery and exploration of the arts. The Wilson Center is a multidisciplinary nonprofit cultural arts facility with a 16-year history of excellence. The Center's programming is designed to transform both individual lives and whole communities through the power of the art; situated in a 400-acre park in Brookfield, Wisconsin, the Wilson Center is recognized as a cultural anchor in the Greater Milwaukee community and focuses on three main disciplines: Performing Arts, Arts Education, and Visual Arts. Since opening in 2002, the Wilson Center has continued to celebrate its five core values of excellence, innovation, passion, stewardship, and collaboration through an outstanding and diverse array of world-class performances, educational programs, classes, festivals, and special events. Currently in its 2017/2018 season, the Wilson Center now annually welcomes more than 45,000 people, including more than 10,000 students every year—many of whom are being introduced to the arts for the first time—and the Center is poised for growth and future success.

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 Jennifer Kraynik, Senior House Manager, at jkaynick@wilson-center.com; subject line: House Manager. 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.