

Milwaukee Ballet's mission is to transform lives and connect communities through inspiring performance, community engagement, education and training.

## PART-TIME RECEPTIONIST

### Position Summary

Milwaukee Ballet is a premiere arts organization serving the Milwaukee community through world-class professional performances, dance education, and outreach initiatives. The **Part-Time Receptionist** will primarily support administrative and school operations at Baumgartner Center for Dance in Milwaukee's Historic Third Ward, with possible work at the School & Academy branches in Fox Point and Brookfield.

The ideal candidate will be a friendly, professional and service-oriented individual.

This is a **part-time, non-exempt position** working 15-20 hours per week, with a pay range of \$11-\$15 per hour. Hours may vary based on scheduling needs and availability, including evenings and weekends.

### Responsibilities

- Greet and direct visitors, including guests, students and School & Academy families
- Act as first point of contact for resolving customer inquiries for all business areas including Patron Services, School & Academy, and Community Engagement
- Confirm and assist in registrations for "drop-in" classes
- Answer Milwaukee Ballet's general customer service line; assist callers and direct calls accordingly
- Monitor all entrances and exits and direct people accordingly throughout the building
- Open the building at the start of the day and lock it at the end of the day, when first or last person on the desk schedule
- Coordinate 'lost and found' for MBSA and general guests
- Enforce Health & Safety Entry protocols
- Other duties, as assigned

### Background & Qualifications

- High School diploma or equivalent
- Exceptional customer service and interpersonal skills
- Excellent verbal and written communication skills
- Able to take initiative, learn quickly and adapt to changing demands
- Proficiency in Microsoft Office Suite
- A passion for the performing arts
- Ability to speak both English and Spanish is desirable

### Schedule & Availability

- Variable hours, preferably three or four 5-hour shifts per week. Example:
  - Monday through Friday – 4:30 pm to 9:30 pm
  - Saturday or Sunday – 7:30 am to 5:00 pm
- Occasional weekend evening shifts required, coinciding with performances and events

- Occasional weekday shifts possible, covering for absences

### Required Values & Qualities

- **Excellent Communication:** Can articulate Milwaukee Ballet's mission with confidence and passion.
- **Reliable and Positive:** Is a team player and responds with positivity to support colleagues.
- **Flexibility:** Comfortable working evenings and weekends, especially during performances.
- **Respect and Discretion:** Able to remain patient and courteous in challenging situations, while also keeping a professional level of confidentiality and customer service.

### About Milwaukee Ballet

Founded in 1970, Milwaukee Ballet is a leader in Wisconsin's arts and culture scene. Under the artistic leadership of Artistic Director Michael Pink, Milwaukee Ballet has become world-renowned for presenting bold new interpretations of story ballets, and cutting-edge contemporary works. Milwaukee Ballet is home to an international company of dancers and is one of a few companies in the nation with its own orchestra. Milwaukee Ballet School & Academy is the only professional dance school in the Midwest accredited by the National Association of Schools of Dance. Milwaukee Ballet's award-winning Community Engagement department serves more than 38,000 people in Southeastern Wisconsin through original, interactive programs.

Milwaukee Ballet is committed to creating an inclusive and 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, national origin, genetics, disability, age, or veteran status.

### How to Apply

- Submit a cover letter and resume with three references (including two professionals who will not be contacted without approval of the candidate) via our [Application Portal](#).
- Successful applicants will be subject to a background check.

Date Posted: July 5, 2023