

Updated January 2025

POSITION ANNOUNCEMENT

Summer Theater Academy Administrative Assistant

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 acknowledges we have been party to supporting oppressive systems in the past and are committed to continuing to prioritize our journey in becoming an anti-racist and fully inclusive organization, and we strongly encourage candidates from historically underrepresented groups to apply.

FIRST STAGE is an equal-opportunity employer. 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: Summer Theater Academy Administrative Assistant

Status: Contract, Seasonal

Reports to: Academy Manager

Dates: June 2–August 22, 2025

Compensation: \$18/hr

Overview:

The Academy Administrative Assistant's primary objective is to provide administrative support for the delivery of programming to all Academy students. In order to obtain this objective, the AAA will do administrative tasks and provide support for all locations the Academy provides programming. Academy team members must be team players, lead by example, exhibit a strong work ethic and committed to the Academy philosophy of teaching life skills through stage skills and transforming lives through theatre.

This position requires weekday hours and local travel to one or more of First Stage's Academy locations, including the Milwaukee Youth Arts Center (Milwaukee), Sharon Lynne Wilson Center (Brookfield), Performing Arts and Education Center (Oak Creek), and Concordia University of Wisconsin (Mequon).

RESPONSIBILITIES:

Academy Administration

- Serve as the primary front-line customer service representative for telephone, electronic, written, and in-person customer needs
- Oversee the Academy enrollment process: monitor class sizes, capacities, and waitlists; ensure accuracy in online and in-person registration entry; post all daily deposits and maintain quality control
- Assist customers with online registration
- In conjunction with Academy Manager provide support for collection process
- Perform all administrative needs during programming (check in/presentations/shows/etc)
- Assist with design and copywriting for Academy collateral as requested
- In coordination with Academy Director, promote Academy programming using photos, video, blog and social media
- Provide backup customer service
- Perform other duties as assigned

Academy Processes

- Assist with facilitating logistics and systems for all Academy programming
- Manage database of Academy day to day processes

QUALIFICATIONS:

Excellent communication skills are critical, along with the ability to adjust communications styles to varied youth, parent and professional populations. General Microsoft Office (Word, Excel, Power Point) proficiency and a willingness to learn and maintain our database system, Tessitura, is required. Bachelor's degree, social service and youth work experience is desired. Spanish-speaking capabilities are advantageous but not required. Though a theatre background is not vital, a strong appreciation and understanding of arts education is necessary. Ability to pass a background check is required.

To Apply:

Please send a cover letter, resume with your experience, via email to Academy Manager, Chris Orth at 325 W. Walnut St., Milwaukee, WI 53212 or corth@firststage.org

. No phone calls, please.

ABOUT FIRST STAGE:

First Stage is Milwaukee's premiere non-profit theater for young people and families, annually drawing audiences of more than 135,000 people. First Stage's season includes six Family Series plays and one First Steps show, totaling more than 300 performances annually. The Theater Academy, one of the largest and finest programs of its kind in the nation, teaches "life skills through stage skills" to over 3,000 young people each year. For more information about First Stage, visit www.firststage.org.