

The Arkansas Repertory Theatre seeks a **Guest Experience Manager** to join its team in creating the next chapter for professional theatre in Central Arkansas. As part of a revised organizational structure, the Manager will report to the Director of Development & Marketing, work closely with the Patron Services Manager, Marketing Manager, and Facilities Manager; as well as supervise a team of part-time employees and volunteers.

With this team, the Manager will be responsible for ensuring that audiences, patrons, and other guests of The Rep have distinctive, enjoyable, safe, and accommodating holistic experiences whenever they attend a performance or event. They will be the primary “host” for our guests and play a critical role in creating and maintaining a patron-centric culture at The Rep. Specific areas of focus will include:

- “House Management” for the majority of public performances
- A long-standing volunteer usher program
- Bar/concession offerings, including inventory management, staffing, and sales processing
- Partnerships with local food/beverage/event businesses
- Select event coordination, including opening nights
- Facility rental coordination
- Accessibility initiatives, including offerings for hearing and vision impaired
- Safety protocols, including COVID-19 compliance

The successful candidate will have 2+ years of experience in events, venue, or restaurant/hospitality management. They will have a love for the performing arts, and an appreciation for their importance in our shared community culture. They will have a sense of humor, an unwavering attention to detail, and the ability to coach and problem solve with myriad personalities and working styles.

The Rep is an equal opportunity employer and seeks to recruit and retain a diverse workforce of artists, technicians, and administrators; particularly one that reflects its community in Central Arkansas. Applicants from populations historically underrepresented in the theatre field are strongly encouraged to apply.

About the Arkansas Repertory Theatre:

A fundamental anchor for the quality of life in Central Arkansas, The Rep creates vibrant and engaging theatrical experiences that are accessible for everyone in our community. With our work, The Rep seeks to make lives more full, more interesting, and more joyful. The Rep’s core programming is a year-long season of 5-6 productions, freshly created for our audiences in an intimate, 377-seat theatre in downtown Little Rock. We tell stories that provide entertainment and escape, that help us process the world around us, and that foster a sense of mutual understanding. Unlike most of an ever-present electronic media, the live experiences of The Rep are distinctly theatrical- immersive and shared by the community in a public space outside of individual homes. As the state’s most established professional theatre since its founding in 1976, we maintain the highest artistic standards, featuring award-winning artists, both local and from across the country, particularly celebrating artists and works with connections to our community.

The Rep’s most recent accomplishments were born of significant challenges. Recognizing incremental changes weren’t producing long-term sustainability, The Rep’s Board of Directors suspended productions in April 2018. The organization’s turnaround process, led by a newly hired Executive Artistic Director, was still in its early stages when the COVID-19 pandemic forced the theatre to once again suspend operations. With its skeletal staff and Board concluding a significant strategic planning process, The Rep now looks to rebuild its organization with the aim of returning to full operations in early 2022.