



Program Manager ANNOUNCEMENT

Job Title: MYAC Program Manager

Reports To: Executive Director

Direct Reports: Hospitality Supervisor, Hospitality Staff, Operations Associates

Status: Full-time, exempt – flexible scheduling with nights and weekends required based on programming schedule

Compensation: \$50,000-\$57,000 annually depending on experience. MYAC provides a competitive benefit package in a family friendly environment that includes, but is not limited to, the following: health/dental/vision coverage, generous healthcare reimbursement arrangement, vacation, and paid holidays, as well as a self-funded 403(b) plan.

Position Overview

The Program Manager will report directly to the Executive Director and lead the teams, processes, and relationships that deliver MYAC services. Partnering with the Building Manager, the Program Manager will ensure organizational resources are aligned to building operations, programs, and partners. The Program Manager will possess a positive, collaborative, and creative approach to leadership. Familiarity or experience with youth programming, performing arts, or customer hospitality is preferred.

The ideal candidate for this role is driven by a desire to create a special experience for young people, artists, and partners – and is driven to actively look for ways to keep making it better through effort, intentionality, innovation, and collaboration.

Essential Responsibilities

- Provide leadership and service to all onsite staff
- Directly manage building scheduling process, resource allocations, and delivery of hospitality services for events and programs
- Directly participate in building portering, room set-ups, and campus activities



- Serve as onsite manager on duty for events, programs, emergent needs, and partner service
- Create, manage, and measure against MYAC's Culture of Hospitality
- Provide daily direction to hospitality supervisor, MYAC hosts, and operations associates
- Actively partner with leadership, program partners, and rental groups to ensure service delivery and daily scheduling
- Lead special projects, as assigned
- Actively pursue and support rentals, conventions, seminars and summits
- Lead billing and invoicing for program-based activities, working with Executive Director on budget management and reporting
- Lead weekly huddles, meetings, and partner support efforts
- Staff & lead MYAC Student Advisory Board
- Staff MYAC Brand & Outreach Committee
- Establish, and manage to, building budget

Qualification & Experience

- Interest, comfort, or experience in working in community, arts, or youth-centered spaces
- Three years of progressive program, marketing, supervisory, or hospitality experience
- Experience or comfort with technical platforms and programs for scheduling, billing, communicating, and financial management
- Preferred experience: direct experience with team leadership and supervision
- Self-starter with a demonstrated strong work ethic.
- Must possess excellent project management skills with the ability to prioritize and problem solve.
- Experience managing high performing staff.



- Aptitude to work in a cross-functional organization.
- Effective written, verbal, and visual communication skills. Motivated by change, growth, and the unknown.

Working Conditions and Physical Effort

- Moderate to considerable physical activity; requires handling of objects up to 40 pounds, standing or walking for extended periods, climbing ladders, bending and squatting, crawling in tight spaces, outdoor work, and use of protective equipment.
- Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions.
- Work may involve moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.

Applications and Inquires

The Milwaukee Youth Arts Center is an inclusive, creative environment that welcomes diverse applicants and interests. For more information or to submit a resume, please contact MYAC Executive Director Chad Tessmer at ctessmer@youthartscenter.org

Organizational Overview

The Milwaukee Youth Arts Center (MYAC) is a destination for creativity, collaboration, and community building. Opened in 2005 and founded as an active partnership with First Stage and Milwaukee Youth Symphony Orchestra, MYAC delivers high quality spaces and inclusive experiences for young people, artists, and community leaders throughout Wisconsin. Across two buildings at the intersection of Milwaukee's Bronzeville, Historic MLK Drive, and Schlitz Park neighborhoods – MYAC's spaces include a studio theater, six performance and rehearsal halls, fourteen classrooms, eight



small group instruction studios, and a variety of commons and community gathering spaces.

MYAC is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.