

PAPER MILL PLAYHOUSE

Part-Time Receptionist

Reports to: Security & Safety Manager

Status: Part Time/Non-Exempt

Rate/Salary: \$18.00 per hour

Schedule: Monday – Friday, 8:00am – 1:00pm

About Paper Mill Playhouse

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Dubbed “the State theatre of New Jersey”, Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow, bringing over 200,000 tri-state audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the industry’s highest honor, the Regional Theatre Tony award.

Paper Mill Playhouse facilities include a 1,150-seat theatre with attendant backstage dressing rooms, offices, and production support areas; an 80-seat restaurant; and the Education Studios in downtown Millburn. Paper Mill currently produces a five play Main Stage season; several education and outreach programs including Summer Conservatory, the Rising Stars Awards and Theatre for Everyone; and cabaret and murder mystery performances in the Carriage House restaurant.

Position Overview

The Receptionist will be the first point of contact for visitors, vendors, contractors, deliveries and callers, providing exceptional customer service and ensuring smooth daily operations at the front desk/stage door. This role is crucial in maintaining the professional and welcoming atmosphere of Paper Mill Playhouse.

Essential Functions

- Greet and welcome guests as soon as they arrive at the office/stage door.
- Direct visitors to the appropriate individual and department.
- Answer, screen, and transfer incoming phone calls; takes messages when necessary.
- Provide basic and accurate information to callers and visitors about the Playhouse, including upcoming events and performances.
- Processes and distributes incoming mail, documents, packages, and courier deliveries ensuring that accurate receipt and delivery notes are kept, and staff informed of deliveries; prepares outgoing mail for pickup.
- Responsible for keeping track of general office supplies, ordering and restocking when necessary.
- Maintain office security by following safety procedures and controlling access (e.g., monitor logbook, issue visitor badges).
- Monitors security cameras.
- Schedule and coordinate appointments as necessary.
- Maintain a clean and organized reception area.
- Perform administrative and clerical support duties such as filing, photocopying, and data entry.
- Performs other duties/projects as assigned.

Required Experience

- Proven experience as a receptionist or in a similar role.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong organizational skills and keen attention to detail.
- Ability to be resourceful and proactive when issues arise.
- Multi-tasking and time-management skills, with the ability to prioritize tasks.
- Friendly, courteous, professional, and customer-focused demeanor.
- Knowledge of or interest in the performing arts is a plus.

Benefits

- Access to various performances, educational events, and professional development opportunities.

Apply

Paper Mill Playhouse is committed to hiring high caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

Send a resume and a cover letter describing how your experience makes you the right candidate for this position to Recruiting@Papermill.org with subject line: Receptionist. No phone calls, please.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender identity, gender expression, and Veteran status.