

House Manager & Concessions Bar staff

As of: May 2024

Status: Part-Time, Hourly, Non-Exempt

Hours: Approx. 15 – 25 per week

Schedule: Weekends, Evenings, Holiday Season required

Wage: \$20/hour

Company Overview:

Join the San Francisco Playhouse! We are located in the heart of San Francisco's Theatre District, one block from Union Square.

Position Overview:

This position is a combination of House Manager and Concessions Bartender; and will be scheduled for mainstage shows as well as various events for the 2024-2025 season.

The House Manager is the primary contact for patrons arriving on the day of their show. They keep the lobby safe and supervise the show starting on-time and running smoothly. They handle seating, troubleshoot patron issues, and serve as the face of the San Francisco Playhouse.

The Concessions Bar staff set up the bar for each show, serve drinks & snacks, and lock up at the end of the night. Regular side-work is a part of every shift. Concessions Bar staff are also a part of our Special Events team. This includes on-site and off-site events, set-up, break-down, and post-event tasks.

Key Responsibilities:

House Manager (reports to Front of House Manager):

- Work 2-3 shifts per week; Saturday nights & holiday season required*
- Brief and supervise up to 6 volunteer ushers per shift (new people daily)
- Liaise with Box Office to fix ticket issues, and Stage Management to keep the show running on time

- Make announcements regarding House opening and intermission ending
- Answer questions, direct traffic, and keep the show running smoothly
- Seat late-arriving patrons according to policy
- Maintain theater facilities in presentable, clean condition
- Write and email daily show reports

Concessions Bar (reports to Food & Beverage Manager):

- Work 2-3 shifts per week; weekends & holiday season required*
- Set-up bar, bathrooms, and lobby prior to lobby opening; stock as needed
- Liaise with House Manager to ensure bar service keeps show times on schedule
- Serve beer, wine and cocktails for patrons; prepare simple food platters, which requires food handlers & alcohol servers permits (permits can be obtained through employment if needed)

- Reconcile cash drawer & print nightly sales reports, using ShopKeep
- Ensure all compost, recycling or waste is disposed of properly in appropriate bins

- Assist House Manager with any spills, accidents or incidents as they occur
- Communicate with House Mgt & Stage Mgt to lock up at the end of the night

* Holidays: We do not have shows on Thanksgiving Day, Christmas Eve, Christmas Day, New Years Day, but we do have shows immediately before and after those holidays, including some two-show days.

Qualifications:

- Customer Service Experience Required
- Food/Beverage Service Experience Required; Bartending Experience preferred
- Background in Theatre Arts a plus (House Mgt. or Stage Mgt. experience a definite plus!)
- Computer savvy and a people person
- Ability to lift 20-30 lbs, use stairs, and remain standing for 2 hours at a time
- Evening, Weekend & Holiday Season Availability Required (Open availability preferred)
- Must be a reliable and flexible team player who can think on their feet
- If you can charm the public while maintaining a professional, positive attitude, you are the person for us!

Job Type: Part-time

Salary: From \$20.00 per hour

Shift: Evening shift