

Concessions Manager

Job Details

Pay Rate: \$34 Hourly, Full-Time, Non-Exempt

Schedule: Evenings Required, Tues. – Sat. Or Wed. – Sun., 6-hour shift, 30 hours/week

Overview

Located in the heart of the Union Square Theater District, San Francisco Playhouse is an award-winning nonprofit theatre company that stages more than 300 performances per year. We are seeking a dynamic and creative Concessions Manager to take our concessions program to the next level. This role is perfect for someone with strong leadership instincts, a passion for hospitality, and an entrepreneurial mindset excited by the opportunity to build and refine a small but mighty operation. The Concessions Manager will oversee all aspects of bar service, staff supervision, and inventory management, while also contributing to product curation, sales strategy, and customer engagement.

The Concessions Manager reports to the Patron Services Manager and leads a team of part-time Bartenders.

Key Responsibilities

- Lead and inspire the Concessions team in delivering exceptional guest service, building a culture of accountability, enthusiasm, and pride.
- Develop and maintain annual budget for Concessions department, making pricing, inventory, and scheduling adjustments as needed.
- Own the end-to-end operation of the Concessions program—including nightly setup, service flow, compliance, sales reporting, and teardown.
- Develop and maintain systems to streamline inventory tracking, restocking, and ordering; optimize product selection with a focus on local, high-quality, and profitable offerings.
- Partner with senior leadership to develop sales goals, implement pricing strategies, and track performance metrics.
- Continuously seek and propose creative ideas to improve the Concessions experience and increase revenue (e.g., themed offerings, pre-order options, seasonal specials).
- Ensure compliance with alcohol service and food safety standards; act as the point person for all regulatory matters and certifications.
- Serve as a key player in creating a seamless lobby experience by coordinating closely with Front of House, Production, and Development teams.
- Take ownership of POS configuration, reporting accuracy, and efficient cash/card handling systems.
- Support special events, receptions, and donor experiences with thoughtful planning and high-touch service.
- Contribute to broader audience engagement efforts through staff training, product storytelling, and community-building practices.

- Other strategic and operational duties as assigned.

Qualifications

- Proven experience in concessions, food & beverage management, or hospitality leadership roles; experience in arts, entertainment, or event venues strongly preferred
- Demonstrated ability to build and manage systems, teams, and workflows in a fast-paced environment
- Strong entrepreneurial spirit with interest in brand-building, product development, and creative problem-solving
- Excellent interpersonal, communication, and conflict-resolution skills; a calm, confident leader during high-volume moments
- Working knowledge of POS platforms and inventory software; familiarity with Square POS is a plus
- RBS Training Certification & California Food Handler's Card required (or must be obtained upon hire)
- Ability to lift 30 lbs, use stairs, and remain on your feet for extended periods
- Flexible availability for evenings and weekends

How to Apply

Please submit your resume and a cover letter outlining your relevant experience along with three professional references to jobs@sfplayhouse.org. We are an equal-opportunity employer and encourage applicants from all backgrounds to apply.