

## **Patron Services Manager**

Salary: \$35/hour

Job Type: Full-Time, Non-Exempt

Schedule: Evenings and weekends required

### **Position Overview**

Founded in 2003 as a non-profit organization, San Francisco Playhouse is the Bay Area's premiere mid-sized theatre company. We are seeking a dynamic and detail-oriented Patron Services Manager to directly lead our Concessions team and to oversee and elevate the customer experience of our patrons in our lobby space. This role will play a pivotal role in the strategic planning and delivery of consistently exceptional guest experiences, driving revenue growth, and fostering employee engagement.

The ideal candidate has a passion for the arts, strong leadership skills and the ability to inspire team collaboration, as well as a commitment to outstanding service.

The Patron Service Manager reports to the General Manager.

### **Key Responsibilities**

#### *Customer Experience*

- Serve as the manager on duty and primary point of contact for patron inquiries during theater lobby operating hours.
- Develop and implement customer service policies to ensure a consistently positive experience.
- Act as an ambassador for the theater, fostering relationships with patrons, donors, and community members.

#### *Concessions Management*

- Schedule, supervise, and manage success of Concessions team of four bartenders.
- Oversee all aspects of the concessions department, including inventory management, vendor relations, and pricing.
- Develop strategies to optimize concessions sales and enhance the patron experience.
- Maintain accurate financial records for concessions and provide regular reports on departmental performance.

- Be the on-site food & beverage coordinator for all special events, including but not limited to Opening and Closing Nights, New Works BBQ, Sneak Peak, Season Announcement Party, and third-party rentals.
- Ensure excellent customer service and compliance with health and safety regulations are always maintained.

#### *Front-of-House Coordination*

- Support Front of House Lead and team of House Managers during performances to ensure timely start of every production, including managing volunteer ushers and addressing patron needs.
- Ensure the theater space is clean, safe, and welcoming for all visitors.
- Work closely with the production team to coordinate audience-related logistics.

#### *Community Engagement*

- Work closely with other department managers to coordinate all special event food and beverage services, including supply, preparation, presentation, service, clean up, and staffing.
- Collaborate with the marketing team on strategies to enhance the customer journey.

#### *Administrative Support*

- Maintain records of customer interactions and feedback to inform organizational improvements.
- Contribute to budget planning and monitor customer service-related expenses.

### **Qualifications**

- Bachelor's degree or equivalent experience in customer service, arts administration, or a related field.
- 3+ years of experience in management in a fast-paced environment such as theater or restaurant setting required.
- Exceptional leadership, interpersonal, and communication skills.
- Procedure development and performance evaluation skills.
- Valid RBS certification & CA Food Handler card.
- Proficiency in budgeting and financial analysis with expertise in expense tracking and management.
- Administrative skills, including strong knowledge of Microsoft Office applications.
- Lightspeed Retail POS experience preferred.
- Strong problem-solving and organizational abilities.

- Resource coordination and inventory control.
- Ability to work evenings and weekends as required by performance schedules.
- Passion for the arts and a commitment to equity, diversity, and inclusion.
- Curiosity and a 'Yes-and' attitude.

### **Benefits**

- Medical, dental, vision insurance.
- Paid time off, SF sick pay, paid holidays.
- Commuter benefits.
- Retirement savings plan enrollment.
- Complimentary tickets to performances and events.

### **How to Apply**

Please submit your resume and a cover letter outlining your relevant experience along with three professional references to [jobs@sfplayhouse.org](mailto:jobs@sfplayhouse.org).

We are an equal-opportunity employer and encourage applicants from all backgrounds to apply.