

Patron Services Manager

Salary: \$72,000 annually

Job Type: Full-Time; Exempt

Schedule: 8-hour shift; 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 located in the heart of Union Square. We are seeking a dynamic and hands-on Patron Services Manager to lead our Concessions and Front of House teams in their day-to-day responsibilities, and to elevate the experience of our patrons. 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 strong leadership skills and the ability to inspire their team and collaborate with other departments as a commitment to outstanding service and a passion for the arts.

The Patron Service Manager reports to the General Manager.

Key Responsibilities

Concessions & Front of House Team Management

- Schedule, supervise, and manage success of Concessions and Front of House teams (approx. 12 team members in total).
- Interview, hire, and train new Front of House & Concessions staff members as needed.
- Oversee labor spending across both departments ensuring operations are effective and efficient.
- Manage concessions profit and losses relating to inventory management, vendor relations, and pricing.
- Be the manager on duty during performances to ensure timely start of every production, including managing volunteer ushers, addressing patron needs, and being the point person in the event of an emergency.
- 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.
- Work closely with the Production and Box Office teams to coordinate audience-related logistics.
- Ensure the theater space is clean, safe, and welcoming for all visitors by ensuring excellent customer service and compliance with health and safety regulations are always maintained.

Community Engagement & Customer Experience

- Understand, 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.
- 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.
- Ensure functionality of FOH walkie-talkies, microphones, ALDs, POS systems, etc.
- Participate in the EDI committee to represent Patron needs.

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 excel, budgeting and financial analysis with expertise in expense tracking and management.
- Administrative skills, including strong knowledge of Microsoft Office applications.
- Square 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.

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