



Our mission is to celebrate the complexities of the human experience.
We envision a world awakened by the wonder of theatre.

Concessions & Hospitality Manager

Our Values

Belonging: Portland Playhouse works to be radically inclusive onstage and offstage. We serve together. We rise together. We lead with kindness.

Gratitude: We are here by the grace and generosity of our community. We honor, join with, and are guided by those who came before us as well as current and future generations.

Courage: We challenge the status quo; we take risks. We listen and learn with an openness to change.

Job Title: Concessions & Hospitality Manager

Reports to: Producing Director

Direct Reports: see below under

Commitment: Part Time, 25-30 hours per week

Compensation: \$18-\$20/hour depending on experience

Main purpose of job

The Concessions and Hospitality Manager is a public facing management position. This manager interacts with our audience, community stakeholders, donors, volunteers and is responsible for welcoming our community into the space and extending our values to all who enter. They oversee the day to day operation of our concessions stand (ordering, layout, menu, design, cash reconciliation) and provide food services for cast dinners, and some special events.

Responsibilities

- **General**
 - Provide excellent customer service at in-person performances and events. Manage an environment of care that welcomes our community into the space and extends our values to all who enter.
 - Develop and maintain detailed documentation and training material on Concessions & Hospitality policies and procedures.

- Attend recurring meetings such as weekly staff meetings, 1st rehearsals of productions, and invited dress rehearsals.
- Participate in the planning and lead the set up and tear down of food & beverages for events- including Community, Artistic, Fundraising, and Education events.
- **Concessions**
 - Responsible for the concessions menu - maintaining an interesting and high quality array of snacks (popcorn, baked goods, candies) as well as beverages (beer, wine, a signature cocktail, and a variety of non-alcoholic beverages) for theatre patrons
 - Running the register, tracking the daily sales and providing daily reports
 - Managing concessions inventory and all ordering
 - Knowledge and maintenance of the kegerator for beer.
 - Cleaning the concession area at the end of each shift
 - **Direct Reports:** Concessions volunteers.
- **Catering & Events**
 - Providing food for the cast/company on 2 show days (company meal)
 - Ordering or preparing food for Staff and Board meetings
 - Preparing food and/or organizing potlucks for shared meals/snacks
 - Organizing and maintaining the fridge in the green room/downstairs area
 - Being the point of contact for caterers and volunteers who are bringing food for special events (including Opening Nights).
 - **Direct Reports:** Caterers and Small Event Teams.

Secondary Responsibilities (this position acts as a cover for the Events & Front of House Manager)

- **Front of House**
 - Create and distribute Door Lists for FOH Associates to use to check patron seating notes and accommodations.
 - Create, distribute, and schedule Front of House Associates for shifts
 - Schedule and Lead Front of House Associates Orientations and Debriefs
 - Train & supervise the Front of House Associates on applicable duties
 - FOH Associate duties: working concessions, working box office check-in, train volunteers, communicate with box office associate, communicate with stage manager, serve as PPH point-of-contact on performance day

- Coordinate cross training with the Box Office Associate for FOH Associates as a part of or related to this training
- Welcome, orient, and supervise volunteers for events and performances
 - Duties include bar-tending, concessions, usher, greeter, raffle, set-up/clean-up
- Coordinate needs with stage & production management
- Manage patron check-in & onsite ticket sales / troubleshooting
- Work with the Development team to cover raffle package sales
- Maintain a welcoming, organized, and functional Front-of-House environment for all guests
- Direct Reports: Front of House team when covering for the Events & Front of House Manager.
- **Box Office (during performances/after hours)**
 - Participate and support box office needs as appropriate
 - Selling tickets & subscriptions
 - Responding to patrons (in person, via phone, & via email)
 - Processing donations when applicable

Working Conditions:

- ADA accessible building
- Need to be able to load a half barrel keg into a kegerator
- Seated box office station in administrative office, standing station (can provide seating) at the concessions station in the lobby.
- Use of computers, video calls, and phone

Qualifications/Characteristics/Key Competencies

- Positive attitude, strong work ethic, flexibility and ability to be self-directed
- A strong commitment to equity and inclusion
- Cultural agility, and proven experience working with diverse teams
- Ability to meet deadlines
- Detail-oriented with clear and direct communication skills
- 3 years minimum customer service experience. Experience in Restaurant and/or Food Service a PLUS.
- Experience in management and/or oversight of a team
- Interest/ability to cultivate relationships within diverse communities

- Comfortable speaking with patrons, and comfort with public speaking a plus
- Experience with Customer Relationship Management systems (CRMs) a plus (Portland Playhouse uses Salesforce/Patron Manager)
- A willingness to learn and ability to problem solve
- Valid Driver's License a plus.

Hiring Process:

- Rolling interviews beginning July 29th, 2024
- Interviews to occur via Zoom, with the final round in person. Accommodation requests welcomed
- Target start date projected August 19th, 2024.
 - o Starting hours will be small until the season begins, with the first performance on October 2nd. You can view our full season here: <https://portlandplayhouse.org/season17/>
 - o There will be various meetings and training throughout the month of September to prepare for the season (to be scheduled).
 - o **Performance Dates/Shifts at a glance:**
 - ***Amelie:*** October 2 – November 10, 2024
 - ***A Christmas Carol:*** November 26 – December 29, 2024
 - ***Notes from the Field:*** February 19 – March 30, 2025
 - ***Joe Turner's Come and Gone:*** April 30 – June 8, 2025
- Full folder with Performance Calendars to view available shifts can be found here: https://drive.google.com/drive/folders/1v9x9jIPtCNvRAqY63BYLiXob33YB8CVJ?usp=drive_link

Equity Statement:

Portland Playhouse greatly values inclusion and workplace diversity. We strongly encourage people with diverse backgrounds, particularly from communities of color and historically underrepresented groups, whose professional and personal experiences advance our vision to apply. We support equal employment opportunities for all classes of individuals, regardless of age, race, color, national origin, citizenship status, disability, religious creed, sex, gender identity or expression, sexual orientation, marital status, economic status, or veteran status. We are an equal opportunity employer.

Anyone applying for employment with Portland Playhouse can bring a support person to the interview. A support person is most useful when an applicant's personal or cultural values might limit the information they can provide in the interview process. You and your support person can be assured that you've been treated in an inclusive and safe manner, respectful of your cultural values and your support person can provide a more in-depth picture of your relevant

competence, skills and experience. If you would like to have a support person join you, please indicate this at the time of scheduling the interview.

Application Instructions

To apply, email a single pdf of your resume and cover letter to work@portlandplayhouse.org. In the subject line, include the name of the position for which you are applying and reference where you heard about this position.