Job Title: Front of House Manager  
Department: Operations  
Reports To: Director of Operations  
Status: Full Time Exempt

Job Description

Coolidge Corner Theatre is seeking a full-time (40 hours weekly) Front of House Manager to facilitate all aspects of the customer experience at the theater. This passionate candidate will work with the other front of house managers, as well as other department heads, to oversee daily theater operations and will ensure great customer service. Ideal candidates must possess exceptional hospitality and management skills, have excellent attention to detail, and enjoy being part of a team working with the public in a community-supported arts environment.

Responsibilities:

- Oversee daily guest services related to ticketing, food and beverage, and membership
- Manage and onboard front of house staff on daily operations
- Work together with the other FOH Managers to ensure that the workload is managed effectively across the team
- Oversee all staff members are up to date on their TIPS certification and are practicing proper protocols when serving alcohol
- Have regular communication with front of house staff to keep all information conveyed and up to date
- Maintain all aspects of staffing availability and shift requirements
- Assist in weekly staff schedule and assure proper shift coverage
- Initiate, encourage, and maintain internal and cross-departmental communication
- Coordinate with Rentals and Special Events Manager to ensure all operational requirements are met
- Organize staff projects that set goals and boost team morale
- Other duties as directed

Qualifications:

- Minimum 3 years’ experience in management of customer-facing staff or equivalent management experience. Previous experience and/or knowledge of theatrical operations or non-profit arts management is preferred.
- Exemplary customer service and time management skills. Demonstrated ability to act as a diplomatic leader and motivate others.
• Ability to work a flexible schedule, including evenings, weekends, and holidays as needed to ensure success of the cinema.
• Excellent verbal and written communication skills. Comfort with some public speaking preferred.
• Proficiency with technology, including working knowledge of POS systems.
• Strong work ethic, sense of humor, and commitment to the Coolidge Corner Theatre mission.
• **PHYSICAL DEMANDS:** The physical demands of this position require walking, sitting, stooping, reaching, and manual dexterity. Ability to lift up to 25 lbs.

**Compensation & Benefits:**

• $50,000 annually, exempt from overtime
• PTO accrual after 90 days
• Benefit package provided, including medical, dental and 403(b) retirement plan, paid holidays, and paid vacation on a graduated scale based on years of service.

**Apply by:**
December 15th, 2023
Interviews will begin December 18th, 2023

**How to Apply:**

The Coolidge seeks to engage and retain a diverse workforce and encourages all to apply. Please send a cover letter and resume to applications@coolidge.org with “Coolidge FOH Manager” in the subject line. No phone calls please.

The Coolidge Corner Theatre Foundation, Inc. (“the Coolidge”) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Coolidge complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, promotion, termination, layoff, recall, leaves of absence, and compensation.

The Coolidge expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of the Coolidge’s employees to perform their job duties may result in discipline up to and including discharge.

**About the Coolidge Corner Theatre:**

The Coolidge Corner Theatre is a nonprofit film and cultural institution located in Brookline, MA whose mission is to entertain, inform, and engage — building a vital community through film culture. The Coolidge is highly regarded as the premier art house cinema in New England and a cultural and community asset in Greater Boston, has a membership base of over 4,000 and serves over 220,000 patrons annually. In addition to screening first-run independent films, the Coolidge offers a wide variety of special programs and events, including community discussions, and collaborates with a myriad of other organizations.
In June 2021, the theatre announced The Campaign for the Coolidge, a $12.5 million expansion project that will add 14,000 square feet to the existing building, including two new, state-of-the-art screens and a new Education and Community Engagement Center. Construction commenced in November 2021, and is expected to be completed in January 2024.

**Commitment to Equity, Diversity and Inclusion:**

Guided by our mission to “entertain, inform and engage by building a vital community through film culture,” we at Coolidge Corner Theatre believe we have a collective opportunity to transform the way people see the world through film. On screen and throughout our programming we have an opportunity to understand ourselves and the world around us more deeply; to uplift the voices of all races, ethnicities, gender identities, economic statuses, and abilities; and envision the changes we wish to see in our society. As devoted film lovers, we must engage authentically and deeply in conversations about our humanity and push ourselves to recognize injustice around us.

The Coolidge Corner Theatre has embarked on a strategy ensuring that the theater is committed to addressing equity in our governance, staffing, programming, and operations. This will be an ongoing process at the Coolidge, as we thoughtfully integrate this change into our broader vision and strategy for our expanded theatre footprint both virtually and physically.