



## **THEATRE MANAGER (Staff Development)**

### **Job Summary**

Coolidge Corner Theatre is seeking a full-time (40 hours weekly) Theatre Manager to work as part of a team of three Theatre Managers, as well as other department heads, to oversee daily theater operations and ensure exemplary customer service. This role will focus on staff development (including hiring, certifications, and emergency preparedness). The ideal candidate 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.

Reporting to the General Manager, this position will provide support for the following areas:

### **Staff Development Responsibilities**

- Oversee hiring and onboarding of FOH staff
- Schedule and oversee performance reviews
- Track certifications (e.g., TIPS, Crowd Management, ServSafe) and ensure all FOH staff is in compliance and licenses are up to date
- Work with General Manager to ensure staff preparedness, accessibility, and emergency trainings are up to date

### **Theatre Manager Overall Responsibilities**

- Ensure customer satisfaction through service excellence
- Maintain a strong working knowledge of the Coolidge's FOH technologies (ticket-scanning equipment, assistive technologies, and POS/concessions software)
- Oversee guest services related to ticketing, food and beverage, and membership
- Provide coverage (in coordination with other Theatre Managers) to field customer service inquiries (e.g., ticket exchange requests, accessibility inquiries, etc)
- Proactively oversee cleanliness in the entire venue, including concessions area and equipment, theater seating areas, restrooms, lobby common areas, and outside the box office area
- FOH Staff Management: participate in hiring interviews and performance reviews; as needed, determine and execute disciplinary actions in accordance with the CCT Code of Conduct



- Work together with the other Theatre Managers to ensure that the workload is managed effectively across the team
- Work with Rentals and Events team to review upcoming events and assess staffing and operational needs
- Assist with planning and staffing special events, including Film Trivia Night and Coolidge Award
- Perform other duties as assigned.

### **Qualifications**

- Minimum 3 years' experience in management of customer-facing staff or equivalent management experience. Previous experience and/or knowledge of theatrical operations or nonprofit arts management is preferred.
- Exemplary customer service and time management skills. Demonstrated ability to act as a diplomatic leader and motivate others.
- Strong time management, organizational and multi-tasking skills; able to set priorities and meet deadlines as well as work independently and with minimal supervision
- Ability to work a flexible schedule; evenings, weekends, and holiday availability required.
- 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 standing, walking, sitting, stooping, reaching, and manual dexterity. Ability to lift up to 25 lbs.

### **Salary and Benefits**

\$60,000

Theatre Manager (Staff Development) is a full-time position. Benefit package provided, including medical, dental and 403(b) retirement plan, paid holidays, a flexible spending account, and paid vacation on a graduated scale based on years of service.



### **Application Deadline and Info**

Apply by: March 29, 2026

The Coolidge seeks to engage and retain a diverse workforce and encourages all to apply. Please send a cover letter (Last Name\_First Name\_Cover Letter) and resume (Last Name\_First Name\_Resume) to [jobs@coolidge.org](mailto:jobs@coolidge.org) with “Coolidge Theatre Manager” in the subject line. No phone calls please.

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.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties and responsibilities that are required of this position. Duties, responsibilities and activities may change, or new ones may be assigned.*