



General Manager

Job Description

OVERVIEW

The nonprofit Coolidge Corner Theatre invites experienced and highly motivated candidates to apply for its General Manager position. The General Manager is a pivotal member of our team and oversees the management, budgeting, workforce planning, and effective performance of our front of house staff. This is a full-time, senior management position with significant hands-on, front-line responsibility.

The successful candidate will provide overall leadership for front of house operations, and ensure premium customer service and operating efficiency in a high profile, high standards, fast-paced environment.

RESPONSIBILITIES

Responsibilities include but are not limited to:

- Provide proactive and effective leadership for Front of House (FOH) Managers and Supervisors.
- Develop the overall theatre operations strategy and annual plan to support excellent guest experiences.
- Work with Director of Finance and Administration to develop, manage, and monitor income and expenses for the annual theatre operations budget.
- Work directly with FOH Managers in hiring, training, supervising and developing floor staff and supervisors.
- Ensure operations training manuals, policies/procedures, and job descriptions are up-to-date for all front of house staff.
- Define, model, and train high standards of customer service across patrons, donors, members, board members, community leaders, collaborating partners and colleagues.
- Act as an escalation point for questions and customer service issues; resolve issues effectively and in a positive manner.

- Work with FOH Managers to manage annual employee performance reviews and address and document staff performance issues.
- Drive training and professional development for front of house staff.
- Collaborate internally across departments to achieve shared goals, identify new opportunities and areas for growth, and to ensure the overall successful delivery of all Coolidge programs.
- Liaises as needed with Coolidge Corner Theatre Union representatives.

QUALIFICATIONS

- Demonstrated experience in customer service, staff management, and team building (5+ years preferred).
- Minimum 3+ years as a senior manager.
- Emotionally intelligent and proven leader with excellent people management skills; including the ability to foster trust, commitment, and a sense of responsibility within a team, and exercise sound judgment.
- Exemplary customer service skills combined with persistence, patience, and empathy in working with various groups of people.
- Strong problem-solving skills and ability to prioritize effectively and efficiently.
- Experience and understanding of budget management and allocating organizational resources.
- Skilled in standard office software and technology (e.g. MS Office, Google Suite). Ideally, adept in Agile Ticketing, or a similar system with transferable knowledge.
- TIPS certification (can be acquired post-hiring at Coolidge's expense)
- CPR certification (can be acquired post-hiring at Coolidge's expense)
- Commitment to supporting the mission of the Coolidge Corner Theatre Foundation; interest in film a plus.

Salary Range:

\$70,000 - \$75,000

The General Manager is a full-time, exempt position. The position requires a flexible work schedule, with frequent evenings, weekends, on-call availability, and holiday shifts. 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

Friday, August 7

HOW TO APPLY

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 with “Coolidge General 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.

ABOUT THE COOLIDGE CORNER THEATRE

The nonprofit Coolidge Corner Theatre is a premier American independent cinema renowned for its curated feature film programming and innovative signature educational, cultural, and entertainment programs. Led by the Coolidge Corner Theatre Foundation, its mission is to entertain, inform, and engage—building a vital community through film culture.

The Coolidge has been at the heart of Greater Boston’s cultural community since opening its doors as an Art Deco movie palace in 1933 and was established as a nonprofit in 1989, after a successful community initiative saved the theater from planned sale and demolition. In 2024, the Coolidge opened a \$14 million, 14,000 square foot expansion that includes two new theatres, an Education and Community Engagement Center, and a new lobby.

The Coolidge celebrates cinema as an essential art form and fosters a vibrant home for film culture to thrive, presenting curated film and education programs 365 days a year. It offers audiences the opportunity to discover works from established and emerging film artists from around the world, and is a center for community and connection, partnering with several greater Boston cultural organizations and film festivals. The theater’s national Science on Screen® initiative, pro bono youth education program, award-winning signature programs, and world-class projection capabilities have also contributed to the Coolidge’s reputation as one of the nation’s leading independent cinemas.