



Title: Concessions Lead

Reports to: Concessions Supervisor

Classification: Part-time, hourly. Weekend and evening availability required

What We Offer:

Perks for this position include complimentary tickets to Cygnet performances and offers at other local theatres. Cygnet is also committed to celebrating its employees, and we enjoy team-building activities and celebrations when we hit goals!

Pay Range: \$19-\$21/hour to start, tips eligible

Location: Cygnet Theatre at The Joan – Arts District Liberty Station, San Diego, CA

Apply to: Interested persons should email a resume to jobs@cygnettheatre.com and include *Concessions Lead* in the subject line.

ABOUT CYGNET THEATRE

Cygnet Theatre is one of San Diego's premier regional theatre companies, serving over 50,000 patrons annually. For more than two decades, Cygnet has produced top-quality, thought-provoking, and entertaining live theatre. We believe that live performance brings communities together to share space and experience, foster empathy, and promote growth.

In 2025, Cygnet Theatre opened its new permanent home at The Joan in Arts District Liberty Station. The new venue features two state-of-the-art theatres, a modern rehearsal space, an open-air lobby, two elegant bars, and three landscaped patios, making it a flagship destination in this vibrant arts and culture hub.

JOB SUMMARY

The Concessions Lead ensures high standards are consistently upheld regarding the patron experience and service at concessions. This position provides effective oversight of concessions staff, supports smooth operations, and contributes to an engaging and welcoming theatre environment. The ideal candidate has a passion for theatre, customer service, and creative themed cocktails.

This role serves as the right hand to the Concessions Supervisor and is intended for someone who can confidently help lead operations and maintain departmental

standards in the supervisor's absence. We are looking for someone reliable, trustworthy, proactive, and team-oriented who can help ensure consistency in daily operations and patron experience.

This is a part-time position. During show runs, schedules are generally capped at 28 hours per week, though occasional weeks exceeding 30 hours may occur based on operational needs. During dark periods between productions, shifts are not regularly scheduled; however, additional part-time hours may be available as needed for rentals and special events.

Key Responsibilities

Concessions Operations & Patron Experience

- Be well-versed in the day-to-day operations of the concessions department and knowledgeable of expected tasks and standards.
- Supervise end-of-day (EOD) banking procedures.
- Ensure the organization and successful workflow of concessions, delegating tasks as needed between team members.
- Help set and maintain cleaning standards and bar presentation.
- Be trained in theatre lock-up procedures and act as back-up for House Manager or Box Office staff when needed.
- Assist with the creation of show-specific themed cocktails, considering cost, efficiency, and presentation.
- Support inventory management, restocking, and accurate recordkeeping.
- Field patron feedback, questions, and requests, escalating issues as appropriate.

Employee Supervision

- Model and demonstrate high standards of customer service and teamwork.
- Provide performance feedback to concessions staff as needed.
- Foster a positive, inclusive, and supportive work environment for coworkers and other departments.

Cygnnet Theatre is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theatre field are strongly encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

Join us in leading the concessions team and shaping the patron experience at Cygnnet Theatre!