

POSITION TITLE: Concessions Assistant  
FLSA STATUS: Hourly  
REPORTS TO: Venue Experience Manager  
DEPARTMENT: Venue Experience

#### ORGANIZATION

San Diego Repertory Theatre (The REP) produces intimate, provocative, inclusive theatre. We promote an interconnected community through vivid works that nourish progressive political and social values and celebrate the multiple voices of our region. We are committed to diversity both on-stage and among our staff and invite interested applicants to review our EDI statement, posted on our web site. We encourage applications from marginalized communities including black, indigenous, people of color, LGBTQIA+, women, neurodiversity, and people with disabilities.

#### POSITION SUMMARY

Concessions Assistant for San Diego Repertory Theatre will be an integral part of a team that welcomes our patrons and partners through the doors of one of San Diego's premier live theater houses located in the heart of Downtown San Diego, California. Reporting directly to the Venue Experience Manager (VEM), Concessions Assistant will help service patrons attending productions and events in REP theaters and related facilities by providing them with concessions including snacks, wine, beer, and mixed drinks. The Concessions Assistant will help The Concessions Lead ensure that our concessions are well stocked, manage product, and submit reports to the Venue Experience Manager after each performance. This is a part time position with working hours typically being between late afternoons/ evenings, Tuesday/Wednesday through Saturday/Sunday in accordance with typical production schedules and adjustments for special events. Candidates must have excellent interpersonal and strong organizational skills, the ability to think/act under pressure, and problem solve while providing excellent customer service to our patrons. Bartending experience is a plus. Applicants should demonstrate a commitment to equity, diversity, inclusion and access and anti-racism work. The hourly rate is \$18.50/hour plus.

#### ROLES AND RESPONSIBILITIES

- Assist in opening and closing the concessions area in accordance with production and event schedules
- Assist in making sure concessions is stocked according to production/event specifications
- Communicate with suppliers to ensure we have necessary product available at all times
- Assist The VEM in working with REP/Rental Production Teams to ensure all conditions are met for timely curtain calls and other Production/FOH considerations regarding live audiences.
- Work to ensure safe, efficient, and welcoming experience for patrons coming into and out of venue lobby and theaters.
- Utilize strong decision-making and problem-solving skills when dealing with sensitive patron issues, both in the office and in venues facilities
- Overtime may be required as well other potential duties as necessary

#### EXPERIENCE, KNOWLEDGE, and SKILLS

- Ability to stand for prolonged periods of time and lift a minimum of 25lbs
- Sensitivity for collaborating with diverse individuals, including patrons, coworkers, staff, donors, board members and artists who represent a variety of ethnicities, religions, genders, sexual orientations, and abilities.
- Flexible perspective – ability to work with processes and systems that are evolving and subject to change.
- Innovative problem-solver who can generate workable solutions.
- Strong oral and written communication skills that will support expanding and improving the patron experience.
- Ability to communicate in a professional, courteous manner in person, by e-mail and by telephone.
- Ability to work independently and in a collaborative team environment.
- Ability to work nights and weekends as needed.
- Bartending experience is a plus.
- Experience working with Square is a plus.
- Spanish language proficiency is a plus.
- Due to changing Covid-19 guidelines, at time of hiring, candidates may be required to show proof of full vaccination or negative Covid-19 test.

#### COMPENSATION

Hourly rate for this part-time non-exempt position will be \$18.50/hour plus The REP's standard benefits package for employees of this type. Benefits are determined from time-to-time by The Rep's management and may include paid Holidays, paid parking OR trolley pass reimbursement, and participation in REP retirement plans.

#### TO APPLY

Please email your resume, cover letter, and a personal diversity statement to Ahmed Kenyatta Dents, Director of Venue Experience, at [adents@sdrep.org](mailto:adents@sdrep.org) with "Concessions Assistant" in the subject line and tell us why you are the ideal candidate for this specific job. Form letters or resumes without a cover letter will not be considered. The REP is an Equal Opportunity Employer (EOE) and will not discriminate on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, gender identity, genetic information, sex or sexual orientation, or any other protected category in its hiring and employment practices, or in any other aspect of the employment relationship