

# PAPER MILL PLAYHOUSE

## Assistant Restaurant & Concessions Manager

**Status:** Full Time/Benefits Eligible/Exempt

**Reports to:** Restaurant & Concessions Manager

### **About Paper Mill Playhouse:**

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor. Paper Mill operates the 80 seat Carriage House Restaurant, the Loft lounge and bar, and two or three bars/concession stands in the theatre building. During the warmer months, outdoor dining and events are scheduled.

### **Position Summary**

The Assistant Restaurant and Concessions Manager will play a key role in managing the daily operations of the F.M. Kirby Carriage House Restaurant and Paper Mill Playhouse concessions. This individual will support the Restaurant and Concessions Manager in ensuring a high standard of service, quality, and profitability. The ideal candidate is passionate about hospitality, thrives in a fast-paced environment, and possesses excellent leadership skills.

### **Key Responsibilities**

- **Operational Management:**
  - Assist in overseeing daily operations of the restaurant and concessions, ensuring efficient and smooth service.
  - Assist in managing inventory, ordering supplies, and ensuring proper stock levels are maintained.
- **Customer Service:**
  - Ensure exceptional customer service is provided to all patrons.
  - Handle customer inquiries, feedback, and complaints in a professional and timely manner.
- **Staff Supervision:**
  - Assist in hiring, training, and supervising all restaurant and concessions staff.
  - Schedule staff shifts and manage labor costs in line with budgetary guidelines.
  - Foster a positive and collaborative work environment.
- **Financial Management:**
  - Assist in managing the food and beverage budget, monitoring expenses, and controlling costs, including monitoring the execution of drink recipes and proper bartender pours.
  - Support in achieving revenue targets and profitability goals.

- Maintain accurate financial records and prepare reports as needed.
- **Health and Safety:**
  - Ensure compliance with health, safety, and sanitation standards.
  - Conduct regular inspections and address any issues promptly.
- **Event Coordination:**
  - Oversee the coordination of special events, group bookings, and private parties.
  - Collaborate with the marketing team to promote events and special offers.

### **Required Education and Experience**

- 2+ years of restaurant and beverage supervisor experience or a commensurate skill set including bartending and serving experience.
- Proven experience as a strategic thought-partner, with a demonstrated ability to develop and implement comprehensive roadmaps that elevate food and beverage operations, driving innovation and enhancing customer experience.
- Fine dining & Concessions experience including remaining calm, well organized, attentive to detail with efficient use of time.
- Flexible schedule and ability to be on call and/or working during all performances and events.
- Proven success working collaboratively across departments and with external stakeholders.
- Ability to recognize problems and to find solutions creatively and expeditiously.
- Ability to develop a 20+ person high-performing team through effective training, evaluation, motivation, and coaching.
- Experience with Technology including POS and Reservations systems.
- Facility with numbers and spreadsheets.
- Knowledge of best practices around sales tax and payment of tipped workers.
- Experience in planning and executing special events.
- Food Handler's Certification required.
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic backgrounds.
- Ability to assist staff and fill in floor shifts when necessary (tend bar, take orders, serve drinks, pour coffee, serve wine).

### **Additional Requirements**

- Ability to stand and walk for long periods of time and carry up to 25 pounds.
- Ability to reach, bend, stoop to perform job functions.
- **Must be able to work days, nights, weekends and holidays as required.**

**Salary:** \$50,000-\$55,000

### **Benefits**

- Comprehensive insurance coverage (medical, dental, vision, life, disability).
- Generous paid time off.
- 403b retirement savings account including a 3% match.

- Access to various performances, educational events, and professional development opportunities.

### **Apply**

Paper Mill Playhouse is committed to hiring high caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success.

Send cover letter and resume to [recruiting@papermill.org](mailto:recruiting@papermill.org) with subject line: Assistant Restaurant and Concessions Manager

### **Our Mission:**

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

*Paper Mill Playhouse* is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender identity, gender expression, and Veteran status.