

PAPER MILL PLAYHOUSE

FM KIRBY CARRIAGE HOUSE RESTAURANT at PAPER MILL PLAYHOUSE

Job Title: Restaurant and Concessions Support Staff

Status: Part-Time | Non-Exempt

Location: On-Site – Paper Mill Playhouse (Millburn, NJ)

Reports to: Restaurant and Concessions Management Team

About the Carriage House Restaurant

Paper Mill Playhouse is currently undergoing a \$48 million, campus-wide renovation project that includes an \$8.5 million renovation and expansion of the F.M. Kirby Carriage House Restaurant - scheduled to open in March as a multi-concept, full-service dining and event venue – as well as multiple theater concessions stands. The Carriage House Restaurant will feature four distinct areas: a main dining room and bar, a smaller dining room/coffee bar, a cocktail lounge, and a flexible event space for up to 100 guests. The restaurant will serve both theatergoers and standalone diners, with expanded opportunities for special events, private functions, catering, and creative programming in collaboration with other departments.

Position Overview

Paper Mill Playhouse is seeking Restaurant and Concessions Support Staff to join our high-energy, guest-focused restaurant. This is a versatile ~~hybrid~~, cross-trained guest service ~~Front-of-House~~ role that supports multiple service areas, including food running, bussing, barbacking, back-waiting and concessions. Restaurant and Concessions Support Staff will be assigned specific roles on a rotating basis each shift and may be asked to perform multiple roles within a single shift as needed. This position is ideal for hospitality professionals who thrive in fast-paced environments, enjoy variety in their work, and are interested in growing within Front-of-House operations.

This position is intended for dependable, guest-focused, and excited individuals who want to be a key support in a collaborative service environment.

Key Responsibilities

Food Running & Back-Wait Support

- Run food and beverages accurately and efficiently from kitchen to bar to guests.
- Assist servers with table maintenance, water service, pre-bussing, marking tables and guest needs.
- Communicate clearly with kitchen, bar, and service staff to support timing and flow.

Bussing & Dining Room Maintenance

- Clear, reset, and sanitize tables according to service standards.
- Maintain cleanliness of dining room, bar, service stations, and guest-facing areas.
- Restock china, glassware, flatware, napkins, and service supplies.

Dining Room Setup & Floor Management

- Move tables, chairs, and service stations carefully according to floor plans designated by management for each shift.
- Ensure furniture placement maintains safe traffic flow and aligns with service and event requirements.
- Assist with quick reconfigurations for pre-show, dinner service, or special events while protecting floors, walls and furnishings.

Barback Support

- Assist bartenders by restocking ice, glassware, garnishes, mixers, and bar supplies.
- Remove used glassware and maintain bar cleanliness during service.
- Support opening and closing bar side work as needed.
- Assist in putting away wine and liquor orders across all PMP F&B Outlets.

Guest Services

- Greet guests warmly and professionally.
- Assist with seating and guest flow during peak periods.
- Answer basic guest questions and provide directional support.

Concessions & Event Support (as applicable)

- Assist with high-volume concessions or bar service during performances or events.
- Support quick service standards while maintaining hospitality and accuracy.
- Assist in putting away/storing weekly F&B orders.

Pathway to Server, Bartender, Concessionaire roles

- Cross-training across multiple Front-of-House positions.
- Mentorship and training to advance to server, bartender or concessionaire roles.
- Opportunities to lead or specialize in specific service stations.

Qualifications and Experience

- Previous restaurant or hospitality experience preferred (food runner, busser, barback, or similar restaurant FOH role)
- Strong communication skills and team-oriented mindset.
- Ability to remain calm, organized, and efficient in a fast-paced, high-volume environment and handle multiple tasks simultaneously
- Willingness to rotate between multiple FOH restaurant support roles as needed
- Excellent attention to detail and organizational skills
- Basic understanding of food safety and sanitation practices
- Ability to work well within a team and collaborate effectively with colleagues
- A positive attitude and willingness to provide exceptional hospitality and guest services.
- Commitment to equity, diversity, and inclusion, with the ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions.

Physical Requirements

- Ability to stand and walk for extended periods.
- Ability to lift and carry up to 50 pounds (trays, bus tubs, ice, bar supplies, tables, chairs, equipment).
- Frequent bending, reaching, pushing, and pulling.

Schedule & Hours Requirements

- This is a part-time position with hours scheduled based on business needs. Schedules may vary throughout the year in response to performance schedules, seasonal activity and special events, and may include days, evenings, weekends, holidays, and performance-related hours.

Compensation

\$10.00 per hour plus participation in a tip pool share.

Apply

Paper Mill Playhouse is committed to hiring 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. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

To apply, please submit a resume detailing your related experience to Recruiting@PaperMill.org with subject line: **Restaurant and Concessions Support Staff**. No phone calls, please.

About Paper Mill Playhouse

Founded in 1934 and recipient of the **2016 Regional Theatre Tony Award**, Paper Mill Playhouse is an internationally recognized leader in American musical theater and a cornerstone of arts education and access across New Jersey. Each year, Paper Mill produces groundbreaking new works and acclaimed revivals to over 200,000 audience members, while its award-winning education programs reach more than 40,000 students, educators, and families through in-school partnerships, and access initiatives that nurture creativity, build confidence, and cultivate the next generation of theater lovers. The campus also includes the F.M. Kirby Carriage House restaurant and other facilities that support vibrant programming and community engagement across a range of performance and hospitality experiences.

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 equity, gender expression, and veteran status.