



Job Title: Concessions Associates

Classification: Part-time (29 hours or less per week)

Date Updated: 3/9/26

SUMMARY

Theatre Cedar Rapids (TCR) is a nonprofit community theatre committed to delivering high-quality performances while providing an inclusive space for people of all ages to engage in the arts. TCR offers a wide range of professional and community-driven productions, educational programs, and events that foster creativity and enrich the cultural landscape of the region.

As a Concessions Staff member, under the supervision of the Director of Theatre Operations, you will play an essential role in creating a positive and welcoming patron experience. Concessions staff are responsible for preparing and serving beverages, handling point-of-sale transactions, maintaining a clean and organized concessions area, and ensuring compliance with all safety and alcohol service policies.

This position requires flexible hours, including evenings and weekends. The role is fast-paced, customer-focused, and vital to both audience satisfaction and the financial success of the theatre's operations. By ensuring high-quality service and maintaining efficient operations, Concessions Staff help uphold Theatre Cedar Rapids' reputation for professionalism and hospitality while supporting its mission to foster a vibrant and inclusive arts community.

GENERAL JOB DUTIES

- All employees are responsible for a basic knowledge of the culture book, along with the mission and vision of the organization, and must conduct themselves with behavior that supports these values.
- All employees are expected to optimize their working hours and achieve their full potential by arriving on time for scheduled shifts and collaborating effectively as a team.
- All employees are expected to escalate issues as necessary.
- All employees must conduct themselves in a professional manner in accordance with the TCR's Conduct Policy, as found in the culture book.
- All employees will specifically be trained on their job duties, however; other mandatory trainings may be deemed appropriate by management for one or all members of the team.

DUTIES/RESPONSIBILITIES *(include but are not limited to the following)*

- Prepare, stock, and serve candy and beverages (including alcoholic beverages) before performances and during intermission.
- Operate point-of-sale (POS) systems accurately and efficiently, handling cash and credit transactions.
- Maintain cleanliness and organization of concession areas, lounge, lobby, equipment, and supplies.
- Set up and close down concession stands in accordance with theatre procedures.
- Follow all state and local food handling, alcohol service, and safety regulations.
- Provide friendly, efficient, and professional customer service to all patrons.
- Work collaboratively with House Managers, Box Office, and other Front of House staff to ensure smooth audience flow and exceptional patron experience.
- Assist with inventory management, including tracking stock levels and notifying supervisors of supply needs.
- Occasionally assist with special events or rentals requiring concession or bar service.

SKILLS AND ABILITIES

- Strong customer service and communication skills.
- Ability to handle cash, credit transactions, and reconcile sales with accuracy. Ability to work independently and as part of a team in a fast-paced environment.
- Excellent interpersonal skills with a friendly and professional demeanor.
- Ability to multitask effectively under pressure, especially during intermissions.
- Strong attention to detail and commitment to cleanliness and safety.
- Ability to learn and apply food service and alcohol service regulations.
- Basic computer literacy, including use of POS systems and email.
- Dependable and punctual with a commitment to teamwork and hospitality.

EDUCATION AND/OR EXPERIENCE

- Prior experience in customer service, food service, or hospitality preferred.

LANGUAGE REQUIREMENTS

- Strong English communication skills required.
- Must be able to clearly listen, speak, and write.

MATHEMATICAL REQUIREMENTS

- Basic mathematical knowledge is required, such as subtraction, multiplication, and division skills to the general degree.

REASONING ABILITY

- Ability to assess changing needs, prioritize tasks, and respond appropriately in sensitive situations.

PHYSICAL REQUIREMENTS / WORKING ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stand an average of 3-4 hours per workday.
 - Walk an average of 1-2 hours per workday.
 - Bend/Stoop – Occasionally (3-5 times/day).
 - Squat – Occasionally (3-5 times/day).
 - Reach above shoulder level – Occasionally (3-5 times/day).
 - Up to 25 lbs of weight carried – Occasionally (1-4 times/hour).
 - Hands used for repetitive action: Fine Dexterity (i.e. POS operation, handling snacks/beverages) – Constant (greater than 25 times/hour).
 - Work may involve exposure to cleaning supplies, moderate noise, and warm or cool environments depending on performance traffic and setup.
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JOB DESCRIPTION ACKNOWLEDGMENT

By signing below, I acknowledge that I have read the Concessions Staff job description, understand the expectations, and am able to perform the essential duties and responsibilities necessary to successfully perform the job as described with or without reasonable accommodations.

I also understand that the job description may be changed at the discretion of the company at any time.

Employee Name: _____

Employee Signature: _____

Date: _____