Box Office Manager (Full Time)

Location: Santa Ana, CA
Job Type: Full-Time (requires availability evenings, weekends, and holidays)
Compensation: $22/hr.
Benefits: 100% employer paid medical and dental insurance, vision insurance (employee paid), paid sick and vacation, 401k with employer match.

About The Frida Cinema

The Frida Cinema is Orange County's only nonprofit independent art house cinema, founded with the mission to enrich, connect, and educate communities through the art of cinema. Located in the heart of Downtown Santa Ana, The Frida presents a diverse array of classic, independent, foreign, and cult films, while serving as a community hub for cinephiles, artists, and cultural organizations.

Position Overview

The Box Office Shift Manager is a key position at The Frida Cinema, responsible for overseeing daily theater operations, ensuring a seamless and welcoming guest experience, and leading a team of dedicated volunteers. This role requires an individual who thrives in a fast-paced, customer-facing environment, can think quickly on their feet, has strong problem-solving and customer service skills, and has a deep appreciation for cinema and community engagement.

Key Responsibilities

Theater Operations & Guest Services

- Serve as the primary on-site manager during assigned shifts, overseeing daily theater operations.
- Ensure a welcoming, inclusive, and professional guest experience.
- Manage ticketing, box office, and concessions operations, ensuring efficient service.
- Directly ask, and ensure volunteers ask, guests for donations and Film Club membership enrollment during their visit.
- Train and manage a rotating roster of volunteers.
- Troubleshoot and resolve customer issues with professionalism and tact.
- Maintain cleanliness and organization of the lobby, auditoriums, and concession areas.

- Monitor film start times and ensure timely film projection and smooth projection operations.
- Address guest inquiries, troubleshoot issues, and handle any escalations with professionalism and problem-solving skills.
- Carry out occasional additional operational tasks and assignments as delegated by supervisors.

Volunteer Supervision

- Train and supervise volunteers with support from fellow staff members.
- Ensure volunteer shift team is engaged, attentive, responsive, and active.
- Assign duties, provide direction, and ensure a productive, team-oriented work environment.
- Train volunteers on policies, customer service, and safety procedures.
- Ensure volunteer compliance with all cinema policies, including cash handling, safety, and sanitation procedures.

Concessions & Inventory Management

- Oversee the sale of concessions, ensuring accurate cash handling and efficient service.
- Monitor inventory levels, restock, and communicate needs to the inventory manager.
- Maintain cleanliness and adherence to food safety regulations.

Safety & Emergency Procedures

- Ensure the safety and security of guests, staff, and volunteers.
- Respond to emergency situations, including medical incidents, fire alarms, and/or evacuations.
- Follow all safety and security protocols and ensure staff are informed of emergency procedures.
- Ensure proper completion of Incident Reports when needed.

Administrative & Other Duties

- Assist in preparing nightly sales reports and reconciling cash drawers.
- Report maintenance or technical issues to the assigned supervisor.
- Support special events and community programming as needed.
- Other duties, as assigned, to support The Frida Cinema's mission and daily operations.

What Makes a Strong Candidate?

A successful **Box Office Shift Manager** at The Frida Cinema is:

- **A Strong Leader** – Capable of managing, motivating, and training a rotating team of volunteers, fostering a positive and team-oriented work culture.

- **Professional Conduct** – As a leadership role overseeing volunteers and interacting directly with the public, the Box Office Manager is expected to uphold The Frida Cinema's standards of professionalism at all times, maintaining appropriate boundaries in all interactions with staff, volunteers, and guests.
- **Customer-Focused** – Dedicated to creating a welcoming, inclusive, and enjoyable experience for all guests, handling customer concerns with professionalism and empathy.
- **Detail-Oriented & Organized** – Able to multitask efficiently, from managing ticketing and concessions to monitoring film start times and ensuring the theater operates smoothly.
- **Proactive & Quick Thinking** – Skilled in anticipating and resolving operational issues, whether it's troubleshooting projection or responding to unexpected situations with calm, clear decision-making.
- **Flexible & Adaptable** – Comfortable working evenings, weekends, and holidays as needed, adjusting to the dynamic nature of a cinema environment.
- **Tech-Savvy** – Proficient in using **POS systems, ticketing software, online team communication tools (Slack, Trello), and basic reporting tools** (training will be provided), with the ability to train volunteers on their use.
- **Passionate About Film & Community** – Enthusiastic about independent, classic, and international cinema, with a desire to help cultivate an enriching cultural space.

Why Join The Frida Cinema?

- Work in a vibrant, creative, and film-loving environment at a unique community art house cinema.
- Gain valuable leadership and operations experience at a nonprofit arts organization.
- Enjoy staff perks, including free screenings and special events.
- Play a pivotal role in a mission-driven organization dedicated to independent film and community engagement.

Qualifications & Skills

- Must have reliable transportation.
- Previous experience in customer service, hospitality, or retail management preferred.
- Previous experience in a movie theater or similar setting is beneficial, but not mandatory.
- Strong leadership and supervisory skills.
- Excellent communication and interpersonal skills.
- Ability to problem-solve and remain calm under pressure.
- Basic proficiency with POS systems and cash handling.
- Must have an open schedule – ability to work evenings, weekends, and holidays required.
- Passion for independent film, arts, and community engagement.

Physical Requirements

- Ability to stand for extended periods (up to the duration of a full shift).

- Ability to lift and carry up to 25 lbs (e.g., stocking concessions, moving supplies, setting up event materials).
- Comfortable working in a fast-paced environment, including climbing stairs and navigating tight spaces as needed.
- Ability to perform cleaning duties (sweeping, mopping, wiping surfaces, taking out trash) to maintain a clean and welcoming theater space.
- Must be able to arrive on time for all scheduled shifts, including evenings, weekends, and holidays.

How to Apply

To apply, please complete our online application form. Please upload your cover letter and resume within the online application.

The Frida Cinema is an **equal opportunity employer** dedicated to creating an inclusive, diverse, and welcoming workplace. All qualified applicants will receive consideration for employment without regard to **race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status** (or any other characteristic protected by law).