

## **DIRECTOR OF THEATER OPERATIONS**

Department: Operations

Reports to: CEO & Executive Director

FLSA: Exempt



Transforming Philadelphia through the power of film.

As the producer of the Philadelphia Film Festival and creative force behind the Philadelphia Film Center (PFC) and PFS Bourse Theater, the Philadelphia Film Society (PFS) raises awareness of film as an important art form in Philadelphia and serves as a vital piece of the city's arts and culture community.

The Director of Theater Operations is responsible for overseeing the day-to-day operations of all PFS theaters. They will manage the overall success of the theaters and mentor PFS General Managers to build up their financial and operational acumen. Reporting to the Executive Director, the Director of Theater Operations is also responsible for directing the facilities and customer service operations at the Philadelphia Film Center including maintenance and upkeep of the theater, guest relations, box office operations, and food and merchandise operations.

The Director of Theater Operations supervises the Bourse Theater General Manager, PFC Assistant General Manager, Technical Director, Bar/Café Manager, and Head Projectionist.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Oversee the development of theater General Managers; be the primary resource for theater management support
- Supervise daily operations for all PFS theaters including film screenings, film festivals, special events, and rentals
- Develop short- and long-term plans for the upkeep and improvement of PFC's physical assets. Initiate and manage capital improvement projects to address required issues in a timely, effective, and cost-efficient manner.
- Review and improve theater operating efficiencies by creating organization-wide theater operating policies, processes, procedures, and organizational controls relating to theater operations
- Oversee all facility operations including programmed maintenance and repairs. This includes competitive bidding for sub-contracted services, contract editing/approval, insurance certificate issuance, and work scheduling consistent with permissible timings. Solicit bids, evaluate/select, and coordinate work activities of building services contractors, as needed.
- Negotiate contracts with rental customers; budget and manage rental events, and interface/contract with caterers and other third-party vendors, as needed, to provide desired services. Coordinate planning with other PFS managers to minimize the impact of conflict/interruption on other business operations.
- Oversee all theater-specific checklists; hold GMs accountable for satisfactory completion of assigned tasks on a daily and weekly basis
- Oversee the guest experience; ensure stellar service and manage all customer service feedback and complaints
- In collaboration with the Executive Director, prepare annual budgets and financial operating reports; exercise significant financial control by monitoring monthly financial results against budget and managing staff and third-party service contracts; monitor purchasing and vendor contracts to ensure cost-effectiveness and anticipated service delivery
- Collaborate with Executive Director to develop and build a solid theater operational infrastructure
- Lead new theater projects; overseeing and facilitating project work across a variety of teams from the development stage up to and including the launch/opening of a new theater

#### **PHILADELPHIA FILM SOCIETY**

**Philadelphia Film Center | PFS Bourse Theater | Philadelphia Film Festival**  
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- Oversight of theater safety and compliance for both existing theaters and new openings; keeps all operating permits and licenses up-to-date including food safety and OSHA protocols and that rental insurance requirement are appropriately covered
- Manage the risks of various businesses through the awareness of legal issues, security measures, internal controls, and preventive measures
- Ensure employee and guest incidents are properly recorded and escalated to Human Resources
- Partner with the HR department to strengthen staffing plans, employee relations, training & development
- Oversee concessions operations while ensuring product, placement and pricing are in line with PFS guidelines
- Assist the Director of Operations in operating special events at theaters
- Supervise all venue staff positions, as well as hire, train, schedule, coach, and discipline employees in accordance with organizational policies
- Oversee the daily workflow of the theater operations department
- Other duties as assigned

## **SKILLS**

- High-level of financial and business acumen
- Strong ability to identify and fix problem areas
- Proven record of successfully managing and growing teams
- Exceptional guest service skills; experience creating service-oriented procedures
- Ability to develop constructive and cooperative working relationships with others; is adept at creating a positive, collaborative and entrepreneurial work environment
- Excellent verbal and written communication skills with exceptional attention to details
- Ability to analyze, interpret, and make decisions based on business and financial data
- Proficiency in MS Office Suite
- Fluency with Google products and proficient with technology
- Experience with Square and/or Salesforce a plus
- Maintains professional growth and development through continuing education, including participation in conferences, workshops, and professional affiliations

## **QUALIFICATIONS**

- Minimum of a Bachelor's degree, ideally in business or related management degree, or equivalent work experience required
- At least five years of experience in a venue management role
- Experience managing a movie theater and knowledge of movie projection and sound equipment preferred
- Experience having worked with a high-performance, collaborative, constructive peer group
- Applicants must be able to pass training programs and obtain food handling and alcohol service permits, if applicable
- Personal qualities of integrity, credibility, and a commitment to and passion for PFS's mission
- Experience and familiarity with Philadelphia and the cultural community a plus
- Ability to multi-task and manage a diverse set of workflows with fine attention to detail
- Fully vaccinated against COVID-19 by hire date

Salary and benefits are competitive and commensurate with experience. The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job, nor is it to be interpreted as a contract for employment. PFS is an Equal Opportunity Employer. Recruitment, hiring, promotions and other terms, conditions, and privileges of employment shall be maintained in a manner that does not discriminate on the basis of age, race, creed, color, national origin, sex, sexual orientation, gender expression, marital status, physical or mental disability, veteran status, or military status, or in violation of any applicable Federal, state or local legislation.

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