



ASSISTANT MANAGER

Department: Venue Operations

Reports to: PFS Drive-In at the Navy Yard General Manager

FLSA: Non-Exempt

Transforming Philadelphia through the power of film.

As the producer of the Philadelphia Film Festival and creative force behind the Philadelphia Film Center, PFS Bourse Theater, and PFS Drive-In at the Navy Yard, 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.

PFS Assistant Managers support the overall operation of the Drive-In and ensure policies and procedures are being followed and operational standards are achieved. They are cross-trained in all departments to assist where needed, and to provide training to all Event Staff.

PRIMARY DUTIES AND RESPONSIBILITIES

- Performs daily opening, closing, operational, and administrative duties
- Responsible for working in all departments and all Drive-In job functions
- Trains and coaches Event Staff in their specific job functions
- Ensures that Event Staff follow the dress code
- Interacts with Guests for improved service at the Drive-In and ensures that Event Staff are providing superior Customer service
- Learns and follows the policies and procedures as established in PFS's Guidelines. Enforces these with all Event Staff fairly and consistently.
- Reports all Employee relations issues to the General Manager
- Leads or attends a mandatory team discussion at the start of or during a shift
- Conducts Wellness Checks on Event Staff on a daily basis
- Regularly identifies and sanitizes high contact areas within the Drive-In
- Consistently ensures and promotes adherence of proper social distancing guidelines
- Properly utilizes Personal Protective Equipment while completing position-specific tasks
- Adapts to the frequency and scope of required cleaning tasks
- Properly addresses any safety or security issues
- Understands and follow local and state social distancing guidelines, and be able to disseminate that information to guests effectively
- Performs other work-related duties as assigned

SKILLS

- An energetic and friendly attitude
- Excellent customer service
- The ability to communicate (verbal and written) with all ages, genders, and personalities
- Ability to work in a team environment and independently
- Ability to take and follow direction
- Responds with a sense of urgency
- Excellent time management, organizational skills, and attention to detail
- Ability to train and lead others
- Must be able to resolve conflict

QUALIFICATIONS

- High School Diploma or GED preferred
- One year experience in guest-focused business
- Availability to work flexible hours which include evenings, weekends, and holidays
- This position requires prolonged periods of standing, walking, and repetitive motions. All applicants must be able to lift up to 50 lbs.

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 which 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.