

SENIOR ASSISTANT MANAGER

Department: Venue Operations

Reports to: Venue 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 Senior Assistant Managers will support the overall operation of the theatre 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 Assistant Managers and Floor Staff.

PRIMARY DUTIES AND RESPONSIBILITIES

- Assist the General Manager with all venue operations including programmed maintenance and repairs
- Support the General Manager with managing rental events and interface/contract with caterers and other third-party vendors, as needed, to provide desired services
- In collaboration with the General Manager purchase and order concession and bar stock and any other supplies needed for daily operations, as well as the inventory and auditing processes involved in tracking those supplies
- Monitor risk management as it pertains to the theatre, i.e., employee and guest safety, loss prevention, emergency situations, and the proper handling, reporting, and investigating of accidents
- Supervise Assistant Managers and Floor Staff, as well as hire, train, schedule, coach, and disciple employees in accordance with organizational policies
- Operate all projection and audio-visual equipment within the theatre, both hardware and software, including all applicable film handling (threading, building-up, tearing down, etc.) and maintenance as required. Working knowledge of all systems within the facility in Booth and Projection technology including maintenance, programming, and all related projection skills. 35mm experience is a plus.
- Assist in the preparation of administrative and financial reports for the General Manager
- Ensure that customer service is delivered with excellence and appropriately handle guest concerns
- Deliver the best movie picture and sound quality possible
- Ensure the overall cleanliness and safety of the building
- Understand and follow local and state social distancing guidelines, and be able to disseminate that information to guests effectively
- Other duties as assigned

SKILLS

- Commitment to a high level of customer service
- Ability to develop constructive and cooperative working relationships with others; is adept at creating a positive, collaborative and entrepreneurial work environment
- Ability to effectively and efficiently handle multiple, simultaneous, and complex tasks and projects within a fast-paced context
- Excellent verbal and written communication skills with exceptional attention to details
- Ability to work with staff and patrons from diverse communities
- Ability to analyze, interpret, and make decisions based on business and financial data
- Proficiency in MS Office Suite and Google Suite

PHILADELPHIA FILM SOCIETY

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QUALIFICATIONS

- Minimum of an Associate's degree or equivalent work experience required
- At least three years of experience in a team management role
- Experience managing a movie theater and knowledge of movie projection and sound equipment preferred
- Applicants must be able to pass training programs and obtain food handling and alcohol service permits, if applicable
- Complete basic food handling training and obtains any local or state mandated certification, health card, or food handlers permit where required
- Management members who work with alcohol are required to complete a Safe Alcohol Service training program
- Experience having worked with a high-performance, collaborative, constructive peer group
- 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
- 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 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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