



THEATER MANAGER

Department: Operations

Reports to: Theater Assistant 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 Theater Managers 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 all Floor Staff.

PRIMARY DUTIES AND RESPONSIBILITIES

- Perform daily opening, closing, operational, and administrative duties
- Responsible for working in all departments and all theatre job functions
- Train and coach Theater Staff in their specific job functions
- 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.
- Ensure that Theater Staff follow the dress code
- Interact with Guests for improved service in the theatre and ensure that Theater Staff are providing superior customer service
- Reconcile all receipts taken in during a business day
- Learn and follows the policies and procedures as established by PFS. Enforces these with all Theater Staff fairly and consistently.
- Report all employee relations issues to the Assistant General Manager
- Lead or attend a mandatory team discussion at the start of or during a shift
- Perform the functions of Chief Clean and Safety Monitor during a shift, if assigned
- Regularly identify and sanitize high contact areas within and around the theatre
- Consistently ensure and promote adherence to proper social distancing guidelines
- Properly utilize Personal Protective Equipment while completing position-specific tasks
- Adapt to the frequency and scope of required cleaning tasks
- Properly address any safety or security issues (trip hazards, lighting, suspicious persons, etc.)
- Understand and follow local and state social distancing guidelines, and be able to disseminate that information to guests effectively
- Perform other work-related duties as assigned

SKILLS

- An energetic and friendly attitude
- Excellent customer service
- Accurate cash handling and basic math skills
- The ability to communicate (verbal and written) with all ages, genders, and personalities
- Ability to work in a team environment and independently

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- 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
- Proficiency in MS Suite

QUALIFICATIONS

- High School or G.E.D. graduate preferred
- One year experience in guest-focused business
- Working knowledge of all theater crew functions
- Complete basic food handling training and obtain 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
- 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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