

THEATER STAFF

Department: Operations

Reports to: Theater Managers

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 Staff are responsible for ensuring our guests receive exceptional service. Floor Staff are cross-trained in all departments to assist where needed and may be scheduled to work in the Box Office, Concession Stand, or as an Usher.

PRIMARY DUTIES AND RESPONSIBILITIES

Box Office

- Serve as the first point-of-contact for patrons in our box office, assisting with the purchase of tickets through our ticketing platform
- Ensure the proper handling of and responsibility for accuracy of cash drawer, credit cards, gift cards, and redeemed discount tickets, passes, and coupons
- Promote PFS membership
- Ensure tickets are sold in accordance with the MPAA rating system
- Respond to phone calls and questions from guests

Concession

- Operate POS system, including the proper handling of and responsibility for accuracy of cash drawer, credit cards, and redeemed coupons as well as concession stock inventory
- Assist with set up and breakdown of the concession area
- Promote PFS membership
- Operate, prepare, and clean all concession related equipment
- Comply with all local, state, and federal food safety laws
- Ensure required alcohol certification and training are current where applicable

Usher

- Scan tickets and direct patrons to their auditoriums
- Assist with set up and breakdown of special event or promotional items
- Inspect backpacks and packages when applicable
- Manage crowd control and assist guests in finding seats in auditoriums when necessary
- Enforce MPAA rating system
- Conduct in theatre inspections to monitor picture and sound quality, watch for film and content theft, and help maintain a safe quality environment within the auditoriums
- Report to the management any problems, discrepancies, or unusual situations that arise at the theatre
- Clean auditoriums at the end of scheduled shows and maintain clean restrooms, lobby area, hallways, and other areas outside of the auditorium
- Assist with all opening and closing duties as assigned by management

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- Understand and follow local and state social distancing guidelines, and be able to disseminate that information to guests effectively

SKILLS

- An energetic and friendly attitude
- Provides excellent customer service
- Accurate cash handling and basic math skills
- The ability to communicate (verbal and written) with all ages, genders, and personalities
- The ability to work in a team environment and independently
- The ability to take and follow direction
- Excellent time management, organizational skills, and attention to detail

QUALIFICATIONS

- Must be at least 18 years of age. Floor staff who work with alcohol must be at least 21 years of age.
- Complete basic food handling training and obtain any local or state-mandated certification, health card, or food handlers permit where required
- Floor Staff 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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