



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 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

- Performs daily opening, closing, operational, and administrative duties
- Responsible for working in all departments and all theatre job functions
- Trains and coaches Floor Staff in their specific job functions
- Assists in the preparation of administrative and special reports for the General Manager
- Observes and participates in the inspection of the theatre building, roof and exterior signage, and equipment condition performing minor repairs if needed
- Reports the need for building, property, and equipment repairs to General Manager
- Operates 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 facility in Booth and Projection technology including maintenance, programming, and all related projection skills. 35mm experience is a plus.
- Ensures that Floor Staff follow the dress code
- Interacts with Guests for improved service in the theatre and ensures that Floor Staff are providing superior Customer service
- Reconciles all receipts taken in during a business day
- Learns and follows the policies and procedures as established by PFS. Enforces these with all Floor 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 Floor Staff on a daily basis
- Performs the functions of Chief Clean and Safety Monitor during a shift, if assigned
- Regularly identifies and sanitizes high contact areas within and around the theatre
- 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 (trip hazards, lighting, suspicious persons, etc.)
- 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

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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
- 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 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
- 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.

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