

## **FLOOR STAFF**

Department: Venue Operations

Reports to: Venue Assistant 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 Floor 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**

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

### **Concession**

- Operates 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
- Assists with set up and breakdown of the concession area
- Promotes PFS membership
- Operates, prepares, and cleans of all concession related equipment
- Complies with all local, state, and federal food safety laws
- Ensures required alcohol certification and training are current where applicable

### **Usher**

- Scans tickets and directs patrons to their auditoriums
- Assists with set up and breakdown of special event or promotional items
- Inspects backpacks and packages when applicable
- Manages crowd control and assisting guests in finding seats in auditoriums when necessary
- Enforces MPAA rating system
- Conducts 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
- Reports to the management any problems, discrepancies or unusual situations that arise at the theatre
- Cleans auditoriums at the end of scheduled shows and maintains clean restrooms, lobby area, hallways, and other areas outside of the auditorium
- Assists with all opening and closing duties as assigned by management

#### **PHILADELPHIA FILM SOCIETY**

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1412 Chestnut Street | Philadelphia, PA 19102 | [www.filmadelphia.org](http://www.filmadelphia.org)

- Understands and follows 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 obtains 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 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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