

AMERICAN FILM INSTITUTE JOB DESCRIPTION

POSITION: Senior Manager, Theatre Operations
DEPARTMENT: AFI Silver Theatre and Cultural Center
LOCATION: Silver Spring, MD

PRINCIPAL RESPONSIBILITIES:

The Senior Manager, Theatre Operations is responsible for establishing and implementing procedures for all theatrical operations, including concessions, product mix and marketing, staffing, point-of-sale operations and reporting facility maintenance needs.

PRINCIPAL DUTIES:

- Manage the daily theater operations and maintain a superior customer quality experience.
- Collaborate with the Technical Operations Manager to ensure a level of excellence in all areas of AFI Silver exhibition activities.
- Manage the front-of-house financial operations, including cash management and controls.
- Manage the point-of-sale, loyalty and ticketing system, and develop a superior understanding of the system and its capabilities.
- Manage the theater operations staffing, which includes recruitment, training, scheduling, hiring and implementation of AFI employee policies and procedures.
- Order and maintain inventory for concessions food, beverage and other products.
- Create and manage weekly schedules, analyzing staffing needs and coordinating staffing plan with appropriate departments (e.g. Technical Operations, Events, Advancement, etc.).
- Collaborate with the Programming Director to ensure the Theater Managers are updated on all programming communications, including changes to film screening and event schedules.
- Complete and submit bi-weekly payroll for hourly staff.
- Oversee and maintain inventory control systems.
- Act as the lead person on addressing patron and guest concerns and/or complaints.

- Establish relationships with maintenance companies to ensure proper service for all equipment in concession and café areas.
- Supervise, train, and mentor all Theater Managers and Team Members to maintain a superior customer experience.
- Supervise the day porter/janitorial staff and work with appropriate Montgomery County representatives to ensure proper maintenance of public spaces.
- Collaborate with the union shop steward to address minor grievances as necessary.
- Serve as Theater Manager as necessary.
- Perform other responsibilities and duties as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree preferred.
- Minimum three years experience in theater or arts venue management with a strong history of managing staff, box office and concessions operations.
- Experience with ticketing and point-of-sale software.
- Knowledge of digital projection and cinema software systems is very helpful.
- Strong leadership, time management and multi-tasking skills, coupled with the ability to work independently and with minimal supervision.
- Strong skills in examining operations and procedures, formulating policy and developing and implementing new strategies and procedures.
- Excellent oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.
- Proven project management skills with the ability to take a project from conception through completion with minimal supervision.
- Ability to work independently while being an integral member of a high-functioning team.
- Excellent computer skills with expertise in Microsoft Word and Excel in a Mac environment.
- Possess a positive and professional attitude with the ability to work as a member of a high-energy, results oriented team.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times.
- Ability to work calmly under pressure.
- Personal integrity and the ability to inspire confidence and trust.
- Must be able to work some evenings, weekends and holidays.