



Iowa City's Nonprofit Cinema

Box Office & Concessions **Shift Supervisor**

Overview

The Shift Supervisor at FilmScene is part of a core staff responsible for the day to day operation of FilmScene. As a member of our Front of House team, the Shift Supervisor is dedicated to providing a safe, inviting atmosphere for every moviegoer, member, volunteer and donor who comes into our theater. They are instrumental for positive patron relations and must be friendly, outgoing and customer focused.

The Shift Supervisor will act as the in-house manager and point person for both staff and patrons during their shift. They will also be in charge of opening and closing the theater, securing the building at the end of each day and making sure all opening and closing procedures are executed correctly. They are responsible for keeping a tight timetable, making sure crowds are managed and each film starts on time. FilmScene is committed to cultivating a healthy, inclusive, respectful work environment and we hold all of our staff to a high standard of co-worker conduct.

FilmScene is an equal opportunity employer and values diversity in all forms. We encourage applicants with a diversity of backgrounds and believe that the more inclusive we are, the better our work will be.

About FilmScene

FilmScene is a mission-driven, nonprofit organization dedicated to enriching the cultural vitality of the Iowa City area through film programming that challenges, inspires, educates, and entertains. FilmScene operates two full-time community-supported cinemas in downtown Iowa City. Opening full-time in December 2013 with a single screen, FilmScene now offers five state-of-the-art theaters in two locations that showcase the best in American independent, documentary, and international filmmaking. Special events, repertory selections, arts education, filmmaker support, and community development are all program areas of prime importance to FilmScene.

Responsibilities

The Shift Supervisor is responsible for providing excellent customer service to our patrons and support for our part time staff.

Shift Supervisor duties:

Management of Daily Operations

- Act as the lead and point person for daily theater, box office & concessions preparation, first person to arrive at the beginning of the day
- Secure all FilmScene theaters, spaces and property overnight, last person to leave at the end of the day
- Oversee part-time staff and volunteers and act as the point of contact for any special requests or needs
- Responsible for making sure all deposits are submitted correctly and that all cash bags are correct before and after each shift
- Work closely with the Operations team to streamline the FilmScene movie-going experience for all patrons who come through our doors, report all needs and concerns to the management team
- Respond to and resolve customer service issues in a manner that supports patron retention
- Communicate and work closely with Projectionists to ensure all movies / events are started on time and run smoothly
- Operate projection equipment as needed and help start shows at the Ped Mall
- Train and develop the FilmScene front of house staff, encourage healthy and productive work habits
- Promote positive employee relations by effectively delegating tasks, fostering high staff morale and upholding high operational standards
- Elevate patron experience by maintaining the cleanliness of theaters, monitoring temperature control in the theaters, and identifying ways to contribute to a high level of service and hospitality within our establishments
- Act as the crowd control manager for any emergency situations

Box Office and Concessions Management

- Provide excellent service to all FilmScene customers and patrons.
- Contribute to a healthy work environment with an emphasis in teamwork.
- Process monetary transactions for tickets, concessions, merchandise, and memberships.
- Handle cash and responsible for reconciling sales at the end of their shift.
- Serve food and drink to customers, including alcoholic beverages requiring ID checks (must be 18+ years of age)
- Maintain knowledge about all concession offerings.
- Operate and clean all food and beverage service equipment.
- Clean box office, concession, lobby, and theater areas.
- Assist with direction and support of volunteers.
- Assist with clerical duties, mailings, and data entry.
- Introduce films, informing patrons of upcoming shows and events.
- Assist with special events and rentals
- Maintain safe workplace standards.
- Use time wisely for the benefit of co-workers, volunteers and patrons.
- Contribute to a fun and friendly environment.

Qualifications

- Must have prior experience in a supervisory role
- Must be 21+ years of age

Compensation

- 25-30 hours per week (flexible weekly schedule)
- \$13.00 / hour + tips