

AMERICAN FILM INSTITUTE JOB DESCRIPTION

POSITION: Theater Manager
DEPARTMENT: AFI FEST
LOCATION: On Site

PRINCIPAL RESPONSIBILITIES:

The Theater Manager is responsible for overseeing the admission protocols, line management, screening management and general maintenance of their assigned theater.

PRINCIPAL DUTIES:

- Oversee line management outside the theater venues.
- Assist filmmaker(s) with the introduction to the AFI FEST representative responsible for introducing their respective film, seating logistics and any theater technical concerns.
- Collaborate with the Theater and Event Technical teams and Festival workers to ensure films start on time.
- Collaborate with the Theater and Event Technical team to ensure post-screening Q&A runs smoothly and on time.
- Track total attendance in assigned theater, including ballots, badge types and press.
- Maintain a theater specific log and master site log reporting on any issues that occur, actual start, end time and attendance.
- Oversee all ushers, line supervisors and entry scanning.
- Ensure safe operations and emergency protocols.
- Attend daily Theater and Event Technical, Programming and Operations team meetings.
- Ensure seating for the jury members for any competition screening.
- Oversee all reserved seating unless otherwise instructed.
- Liaise with TCL Chinese and TCL Chinese 6-Plex staffed ushers as necessary.
- Assist with Premiere execution as assigned.
- In collaboration with the AFI COVID Compliance Officer ensure COVID check points and safety procedures for staff, and attendees are in place for entry and work-related tasks.
- Assist the Theater Operations and Presentations Manager in the creation of a comprehensive wrap report (e.g., procedural outline, comments on the operation of the festival, suggestions and recommendations for improvement, etc.).
- Perform other duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Minimum two years experience in theater or venue management at a prominent film festival.
- Knowledge of film festival environment and international film community.

- Excellent computer skills with strong knowledge in Microsoft Word and Excel. Experience with FileMaker Pro database and a professional box office ticketing system is preferred.
- Strong leadership, time management and multi-tasking skills.
- Exceptionally detail-oriented with the proven ability to handle numerous tasks with appropriate follow-up and reporting activities while not losing sight of the big picture
- Ability to work independently while being an integral member of a high-functioning team.
- Proven project management skills with the ability to take a project from conception through completion.
- Excellent oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion.
- Possess a positive and professional attitude with internal and external stakeholders.
- Ability to deal with rapidly shifting priorities in a fast-paced team environment.
- Ability to work calmly under pressure.
- Personal integrity with the ability to inspire confidence and trust.
- Demonstrated knowledge and experience in the film and television community is desired.

SUPERVISION:

The Theater Manager performs all duties and responsibilities under the guidance and supervision of the Director, Theater Operations and Presentations.