

AMERICAN FILM INSTITUTE JOB DESCRIPTION

POSITION: Assistant Theater Manager
DEPARTMENT: AFI Silver Theatre
LOCATION: Silver Spring, MD

PRINCIPAL RESPONSIBILITIES:

The Assistant Theater Manager is responsible for the overall customer experience and interaction with the AFI Silver Theater team. This includes managing the Team Members to ensure they are providing excellent customer service, assistance and general screening information to all patrons. In addition, the Assistant Theater Manager is responsible for supporting the Theater Managers in their duties.

PRINCIPAL DUTIES:

- Supervise daily theater operations and maintain a superior patron experience.
- Ensure the theater is presentable, organized and clean.
- Address patron/guest concerns in a timely manner.
- Maintain communication with Senior Theater Manager and/or administrative team to ensure Team Members are updated on all policies and procedures, programming communications and events.
- Provide support for special screenings, events and rentals.
- Open and close the theater as needed.
- Assist with recruitment, hiring and management of the front of house staff.
- Liaise with the Senior Manager and/or the Director, Administration and Operations concerning patron related concerns/complaints.
- Manage stock and inventory control systems.
- Assist the Senior Theater Manager with ticket and concession reporting.
- Perform other duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED:

- High School diploma required; Bachelor's degree preferred.
- Minimum one year experience in theatrical front of house operations.
- Minimum one year experience in event support.
- Experience managing a unionized workforce preferred.
- Familiarity with theatrical point of sales retail software strongly preferred.
- Highly developed customer service skills with the ability to establish and maintain rapport with internal and external contacts.
- Exceptionally detail-oriented with the proven ability to handle numerous tasks while maintaining appropriate follow-up and reporting.
- Can work independently with minimal supervision while being an integral part of a high-functioning team.

- Proven project management skills with the ability to take a project from conception through completion with minimal supervision.
- Excellent oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.
- Strong time management, organizational and multi-tasking skills.
- Strong skills in examining operations, formulating policy and developing and implementing new strategies and procedures.
- Strong analytic and problem solving skills with the ability to effectively apply them to a diverse set of issues.
- Strong computer skills with knowledge in Microsoft Word and Excel in a Mac and Windows environment.
- Ability to lift at least 40 lbs.
- Must have flexibility to work evenings, weekends and holidays.
- Personal integrity and the ability to inspire confidence and trust.

SUPERVISION:

The Assistant Theater Manager performs all duties and responsibilities under the guidance and supervision of the Senior Manager, Theatre Operations.

FULL-TIME_____	If full-time, number of months per year_____
PART-TIME <u> X </u>	If part-time, number of hours per week <u> 30 </u>
REGULAR <u> X </u>	TEMPORARY _____

INCUMBENT NAME:

DOH:

Incumbent's Signature

Date

Supervisor's Signature

Date