

## AMERICAN FILM INSTITUTE JOB DESCRIPTION

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

**COVID-19 PROTOCOL:** AFI requires full vaccination against COVID-19 for all employees, subject to limited, legally required exceptions. Proof of vaccination, or documentation supporting an exception to this policy, will be required prior to employment

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The American Film Institute is a nonprofit organization with a mandate to champion the moving image as an art form. Established in 1967, AFI launched the first comprehensive history of American film and sparked the movement for film preservation in the United States. In 1969, AFI opened the doors of the AFI Conservatory, a graduate-level program to train narrative filmmakers.

### **PRINCIPAL RESPONSIBILITIES:**

The Senior Manager, Administration and Operations is responsible for the daily management of the AFI Silver Theatre and Cultural Center's facilities, administration, and operations. In addition, the Senior Manager will collaborate with the Los Angeles-based AFI Information Technology and Human Resources teams to facilitate processes and procedures for AFI Silver staff.

### **PRINCIPAL DUTIES:**

- Execute the administrative and operational goals of the Director, AFI Silver Theatre and Cultural Center.
- Assist the Director in planning, budgeting, and allocating resources in the administrative and operations areas, and reviewing progress.
- Assist in building AFI Silver's image and maintain quality service by establishing and enforcing organization standards through collaboration with employees, customers, government, and community organizations.
- Manage facilities maintenance through Montgomery County's property management division, and their various subcontractors, and for the coordination, tracking, and completion of facilities issues.
- Oversee AFI Silver's core business systems software, including but not limited to the integrated point-of-sale, loyalty, ticketing, show scheduling, digital signage, CRM, and online sales systems, ensuring that all systems work efficiently and effectively for employees and customers.
- Oversee café and concessions menu, pricing, cost of goods and P&L.
- Ensure all office equipment and systems work properly and project future office space, equipment, and software licensing needs on both immediate and long-term timescales.
- In coordination and consultation with the AFI Human Resources team, oversee the Human

Resources processes including the recruitment of staff, conducting the new-hire orientations, and the onboarding and offboarding of employees.

- In coordination and consultation with AFI Human Resources team, counsel and advise employees on employee relation issues to create an environment of mutual respect and collaboration.
- Act as the primary HR point of contact for all AFI Silver employees on matters related to AFI policies and procedures.
- Liaise with AFI Human Resources team to report and manage Workers Comp (i.e., required postings and forms).
- In coordination and consultation with the AFI IT team, oversee AFI Silver Information Technology functions, which includes collaboration with third-party IT vendors.
- Manage and negotiate AFI Silver vendor arrangements, including contracts, execution of services and any associated sponsorship and trade arrangements.
- Oversee the AFI Silver security camera system and Datawatch building access operations.
- Ensure all office organizational systems are maintained (e.g., file room, supply storage closet, copy room, archive storage in the AFI Silver basement, and common office areas).
- Plan and schedule staff meetings and oversee the maintenance of the AFI Silver Master Events Calendar and conference room schedule.
- Oversee ADP timecard collection and paycheck distribution.
- Supervise the donation request process.
- Maintain high level of professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and benchmarking state-of-the-art practices.
- Represent the AFI Silver Theatre and Cultural Center at business-to-business events, civic meetings, and other settings.
- Supervise and mentor the Senior Manager, Theatre Operations, Technical Operations Manager, Administrative Assistant, and the AFI Silver Administrative Support staff.
- Perform other duties and responsibilities as assigned.

**EXPERIENCE/SKILLS REQUIRED:**

- Bachelor's degree required.
- Minimum three (3) years of progressive experience in human resources or administrative management experience, with at least one (1) years working in a union environment preferred.
- Minimum two (2) years supervisory experience with proven leadership.
- Prior theatre operations experience highly desired.
- Knowledge of computers, network systems, point-of-sale, and cinema software and systems is very helpful. Apple and Windows operating system knowledge are both preferred.
- Strong leadership, time management and multi-tasking skills, coupled with the ability to work independently and with minimal supervision.

- 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 with minimal supervision.
- Excellent oral and written communication skills with the ability to convey complex concepts and procedures using nontechnical phrasing and terminology.
- Good computer skills with Microsoft Office and some Adobe software knowledge in a mixed Mac and Windows environment.
- Possess a positive and professional attitude with internal and external stakeholders.
- Ability to work calmly under pressure.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times.
- Personal integrity and the ability to inspire confidence and trust.
- The capacity to handle confidential and sensitive information with discretion.
- A commitment to providing first-rate customer service to the “internal clients” of the AFI Silver Theatre and Cultural Center community.

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Salary range: \$71-73k