

**Assistant Manager  
Loft Cinema, Inc.**

**Salary Range:** \$16 - \$17 per hour

**Position Summary:**

Assistant Managers (AM) are responsible for the day-to-day operations of The Loft Cinema, an independent, nonprofit art house. The AM will be responsible for fostering a work environment that is efficient and effective, encouraging a strong work ethic, team work and good morale.

Assistant Managers will oversee daily functions, both opening and closing the theatre, and will be responsible for acting as team lead on any given shift.

**General Duties**

The Assistant Managers are responsible for ensuring a positive environment for workers and a superlative experience for patrons.

The AM will be expected to gain and maintain knowledge of The Loft's programming, mission and history and to stay up to date on all current and upcoming events.

General duties training employees, leading staff in completing daily and weekly duties, ensuring smooth functioning of operations of the theatre, solving problems as they arise, acting with a sense of urgency when needed, and providing friendly and professional customer service at all times.

This position includes working late nights, weekends and holidays. Some job duties may be performed in venues other than The Loft Cinema, including outdoor venues. Customer service requirements for this job include friendliness, prompt attention to patron, member and team member needs, and the ability to engage in membership sales.

*The Arizona Liquor Department considers The Loft concessions a bar, therefor only persons 19-years or older are eligible to apply for this position.*

*The Loft Cinema is a mandatory COVID vaccine work environment.*

**The Loft Cinema AM is expected to:**

- Understand the mission and history of The Loft Cinema and ensure that the culture at the theater is positive and productive;
- Supervise floor staff;
- Communicate details of upcoming events, rentals, and programming to staff;

- Interact with General Manager to maintain knowledge of developments;
- Ensure customer service is consistently excellent;
- Ensure that all daily and weekly cleaning is done in a timely manner to keep the theater operating smoothly;
- Prepare operational reports or records;
- Ensure accurate accounting in POS and cash records;
- Open and close cash drawers and POS;
- Mediate disputes;
- Resolve customer concerns, complaints or problems;
- Ensure that supply and equipment inventories are maintained;
- Monitor environment to ensure safety;
- Problem solve, troubleshoot, and work independently;
- Project films as needed.

### **Education and Certification Requirements**

- High School Diploma or GED, (some higher education preferred, College level coursework)
- Current Arizona drivers license or ID

### **Experience Requirements**

- Direct experience in the role of assistant manager
- Direct experience working in a commercial or retail environment
- Direct experiencing managing employees

### **Physical Requirements**

Persons in this job must be able to perform the following physical tasks:

- Bend and stoop, for cleaning premises, and stocking shelves and supplies
- Climb stairs to access theatre storage areas, theatre spaces
- Carry and control items ranging from paper supplies to kegs of beer
- Stand behind a counter for extended periods of time, while providing service to patrons and members
- Walk across uneven or mismatched surfaces and pavement, such as crossing between theatre buildings, or outdoor/off-site venues
- Interact with members of the public, team members and management, in-person while on duty