

Shift Manager

Status: Full-Time, Non-Exempt

Location: Omaha, Nebraska

Reports to: Assistant GM of Theater Operations / GM of Theater Operations

Role

The Shift Manager ensures the smooth operation of day-to-day business at Film Streams' Ruth Sokolof Theater and Dundee Theater. Acting as the shift lead during hours of operation, this role oversees theater staff and projectionists while managing box office transactions and maintaining an excellent patron experience. Film Streams is seeking a candidate who can prioritize multiple tasks, provide engaging leadership, and deliver outstanding customer service. The ideal candidate is friendly, well-organized, and committed to upholding the organization's mission.

Responsibilities

- Provide friendly, efficient, and professional customer service.
- Collaborate with the General Manager, Assistant General Manager, and other theater staff.
- Communicate effectively with patrons, supervisors, peers, subordinates, vendors, and partners.
- Stay informed about current and upcoming programming and share information with staff and patrons.
- Enforce and communicate theater policies to patrons.
- Oversee theater staff (concessions and projection booth) during scheduled shifts, ensuring adherence to policies and procedures.
- Provide on-the-job training and coaching for theater staff.
- Monitor staff performance and address any concerns.
- Maintain an organized and welcoming theater environment, ensuring signage, digital displays, and concessions materials are current.
- Conduct pre-shift briefings to relay important information to theater staff.
- Manage all box office transactions, including ticket and membership sales via walk-up, phone, and online.
- Respond to patron inquiries and complaints promptly and professionally.
- Handle building alarms and communicate facilities issues as needed.
- Maintain clean, safe, and well-maintained facilities.
- Manage cash handling and daily financial reporting, including reconciling cash drawers and preparing daily deposit forms.
- Ensure proper use and functionality of ADA/accessibility devices.
- Handle high-volume shifts with urgency and efficiency.
- Oversee opening and closing procedures and delegate tasks as needed.
- Collaborate with Lola's Café staff at the Dundee Theater to ensure excellent service and shared space maintenance.
- Supervise and support volunteers during theater operations, providing orientation and guidance.
- Work flexible hours, including evenings, weekends, and holidays.

Preferred Qualifications

- Excellent communication and interpersonal skills.
- Strong leadership abilities to motivate and guide a team.
- Problem-solving skills to handle unexpected situations and patron concerns.
- Basic computer skills for managing ticketing and concessions systems.
- Prior experience in customer service, food service, or hospitality preferred.
- Knowledge of theater operations and procedures is a plus.

Team Competencies

- Adaptability
- Communication
- Community awareness
- Dependability
- Mission-oriented
- Productivity
- Customer Service
- Quality of work
- Teamwork & cooperation
- Decision making & problem solving
- Initiative
- Planning & organizing effectiveness
- Professional conduct
- Technical expertise

Additional Requirements

- Shift Managers must have AED, CPR, and First Aid certification and complete an online alcohol sales training course. If not currently certified, Film Streams will provide training opportunities.

Compensation & Benefits

- Full-time, hourly position starting at \$17/hour.
- Scheduled raises and benefits package, including group health plan (90% employer-paid for employees, 65% for family members), and available dental and vision plans.
- Basic life, AD&D and long-term disability insurance (employer provided).
- 403(b) retirement plan with 3% employer contribution after one year of employment.
- Increased pay rate on holidays.
- Paid vacation and sick time.

To Apply

[Visit our Jobs page for this role](#) (scroll to the bottom).

Film Streams Mission

To enhance the cultural environment of the Omaha-Council Bluffs area through the presentation and discussion of film as an art form.
