

Theater Staff

Status: Part-Time Non-Exempt
Reports to: Operations Manager
Rate: \$15 / hour



Film Streams' Theater Staff members work collaboratively with other front-of-house staff and administrative employees to ensure an excellent patron experience and smooth operations at our two cinema locations, the Ruth Sokolof Theater and Dundee Theater. Theater Staff members may be asked to work shifts at both theaters, so a familiarity with the operations of each location is expected.

Responsibilities & Expectations

- Operate the Concessions area
 - Accurate use of Point of Sale terminal (Revel), pop popcorn, pour drinks and serve other items
 - Understand how to operate and clean equipment
 - Stock items and understand first in/first out rotation
- Be accurate and accountable while handling cash and other payment methods. Understand how to process multiple payment methods according to Film Streams' standards
- Be a proactive self-starter; and demonstrate efficient use of downtime in handling shift responsibilities, cleaning, and completing checklists
- Maintain impeccable standards of cleanliness in the entire venue, including: auditoriums, concessions, lobbies and common areas, restrooms, and offices
- Provide friendly, helpful and fast guest service
- Continually improve knowledge of:
 - Membership levels and benefits
 - Organizational policies and practices
 - Current and upcoming Programming
- Be willing to engage patrons in film discussions and encourage future visits
- Have a basic understanding of the theaters' capacities for patrons with differing abilities, and understand how to test, use, and advise patrons on accessibility devices
- Collaborate with Lola's Café staff at the Dundee to provide excellent service, cleanliness, and maintenance of shared spaces
- Respond to patron inquiries and complaints and work to resolve concerns
- Maintain facilities that are safe and in good repair
- Communicate effectively with supervisor(s) to provide smooth theater operations, especially regarding:
 - Any issues with box office, concessions, event flow, and building maintenance
 - Patron questions
 - Staffing needs (i.e. how to handle load-ins with no volunteer, special circumstances, etc.)
 - Coordinating breaks & downtime
 - Ordering needs of any supplies, concessions, etc.
 - Any issues with film presentation (sound, picture, temperature, etc.)
- Collaborate with Volunteers
 - Welcome and Orient new volunteers to the facility, operations and description of duties
 - Monitor volunteer activity
 - Communicate any volunteer issues with the manager-on-duty
- Work closely and collaboratively with coworkers and on-duty supervisor, and assist whenever necessary
- Must be able to lift 30lbs
- Must be able to legally serve alcohol in the state of Nebraska and complete alcohol sales training
- Must be available for weekend and evening shifts

To apply, send a statement of interest and resume to hiring@filmstreams.org.