

CINEMA ST. LOUIS

TITLE: Front-House Staff

STATUS: Exempt

REPORTS TO: Assistant Theatre Manager

DATE WRITTEN: June 2023

Part-time position. This position is not eligible for benefits.

Guaranteed Hours: Minimum of 4 hours per week.

Hourly Pay - \$12.50 - \$14.50 depending on experience.

All interested applicants should submit a resume and application to bree@cinemastlouis.org.

JOB SUMMARY:

The front house staff is responsible for effective operation and excellent guest service. This is a part-time, hourly position that reports to the Assistant Theatre Manager.

GENERAL RESPONSIBILITIES:

- ★ Provide coverage and assistance in the areas of concessions, box office, and other guest service responsibilities as needed.
- ★ Deliver a remarkable overall entertainment experience through superb guest service.
- ★ Maintain inventory and stock and alert the Assistant Theatre Manager when running low.
- ★ Follow operations procedures for all concessions equipment and notify the Assistant Theatre Manager immediately of any issues.
- ★ Follow procedures for the use of the Eventive ticketing system. Notify the Operations Director of any related equipment or technical issues immediately.
- ★ Assist with all repertory screenings, film festivals, and special events as needed.
- ★ Assist with theatre cleaning before, during, and after all film screenings.

JOB SPECIFICATIONS:

- ★ Flexible availability including daytime, evenings, weekends, and major holidays. Full availability for any shift, seven (7) days per week, including nights, weekends, and holidays.
- ★ Ability to adhere to a professional appearance.
- ★ Ability to read and interpret documents like training materials, spreadsheets, reports, and operating instructions; accurate cash handling skills.
- ★ Proven ability to consistently deliver superb customer service and results with minimal supervision.

The above statements describe the general level of work assigned to this job. This is not an exhaustive list of all responsibilities, duties, or skills required of staff. Management reserves the right to assign or reassign duties and responsibilities at any time.