Summary: The Theatre Manager is responsible for recruiting, training, motivating, developing, and coordinating the activities of their location’s personnel to ensure an effective operation and excellent Guest Service. The Manager provides overall leadership, supervision and direction on strategic initiatives and operating standards to positively impact business results for selected FOH or BOH areas. The Theatre Manager, in the absence of or in conjunction with subordinate supervisors, acts as the primary point of contact and supervision for all front line employees. The Theatre Manager must have the ability to contribute in all areas of the Operation as they’re needed. The Theatre Manager is a full-time position reporting to the Director of Operations.

General responsibilities include but are not limited to:

- Offer superior guest service to our potential and actual guests according to established standards and practices.
- Provide coverage and assistance in the areas of concessions, box office, café and other guest service responsibilities as needed.
- Inspire, coach, and motivate team members to deliver a remarkable unmatched overall entertainment experience through direct oversight of guest service, facility maintenance, and presentation quality.
- Guide and encourage team members to maximize their personal growth and development.
- Manage theatre budgets and analyze financial data utilizing daily, weekly, monthly, and quarterly reports.
- Work effectively with guests in a high volume setting and provide an outstanding ability to listen and communicate efficiently.
- Assist and guide managers in obtaining goals and objectives for their respective areas.
- Oversee all theatre departmental functions and other duties as assigned with the guidance of the Director of Operations.

People: Hire, train, retain and develop team

- Cultivates a strategic team environment that provides exceptional guest service while directing a specific area of the management team and ensuring all staff members perform at a consistently high level.
- Assists in the on boarding process of interviewing, hiring, and orientating quality candidates to increase retention and morale.
- Communicates with Director of Operations, Operations Manager and Home Office on staffing needs and hiring programs to ensure proper usage and coverage.
- Ensures and assists in the execution of all staff and manager training programs, and ensures that all communications, documentations, and evaluations are completed in a timely manner.
- Ensures staffing levels and management coverage is appropriate to meet the needs of the business and maximize the guest experience.
- Leads and influences staff and managers through effective motivation, leveraging individual strengths to ensure guest satisfaction and maximum productivity.
- Selects and develops hourly leadership for more responsibility and/or internal promotability.
- Promotes positive employee relations including effective delegation of managerial duties, fostering high staff morale, upholding operational standards, and execution of the performance management process.
• Ensures the facilitation, compliance, and tracking of all alcohol training programs.
• Responsible for effective and timely implementation of all company rollouts and initiatives.
• Ensures that meetings are executed per shift, weekly, monthly, quarterly, or annually as expected to facilitate communication and create synergy.
• Provides training support for new theatre managers.

**Profits:** *Optimize financial results (drive sales and control costs)*

• Analyzes financial reports and develops action plans to grow revenue and control expenses in order to meet or exceed annual budgets for specific departments, providing recommendations to the Director of Operations on improvements.
• Maintains systems which ensure overall fiscal responsibility for inventory, ordering, storage, usage, etc.
• Is responsible for all aspects of the operation to facilitate the fulfillment of financial goals and company initiatives.
• Continuously improves operational execution through attention to detail and adherence to CineLux Theatres operating standards and philosophies, maximizing profits and minimizing costs.
• Follows instructions, responds to direction; completes tasks correctly and on-time; supports organization’s goals and values; exhibits sound and accurate judgment in making timely decisions; monitors own work to ensure quality; measures achievement against Company’s standard of excellence.

**Sales:** *Manages annual budget and business plan to meet targeted financial performance*

• Sets sales goals by period for concessions and cafe.
• With the assistance of the House Manager (HM), ensures kitchen operating standards are met through facility maintenance, adequate staffing, and training of all kitchen staff members.
• Works with HM on cost of sales through the inventory management system, food safety audits, station testing and recipe knowledge, food quality indicators, and ticket times.
• Capitalizes business opportunities in the market area by executing Company marketing strategies to drive sales.
• Ensures and facilitates the execution of private events to maximize sales and increase the guest experience.
• Administers decisions around all theatre sales and performance incentive programs.

**Guests:** *Consistently meet the standard for the guest experience (quality of operations)*

• Delivers an unparalleled guest experience through the best combination of food, drinks and movies in an ideal environment.
• Ensures that front of house area meets operational standards and guest service needs are met through facility maintenance, adequate staffing, and training of all staff members.
• Ensures a well maintained, safe, secure, and sanitary environment for all CineLux Theatres guests and staff.
• Monitors service cycles and coaches managers on operational standards to ensure guest satisfaction.
• Encourages and role models proactive guest management by recognizing opportunities before they occur, resolving the ones that do, and leaving the guest with a positive experience portraying a positive company image at all times.

Education and Experience

• Requires a High School diploma or general education development (GED) diploma; Undergraduate degree in hospitality or restaurant management preferred.

• Requires 3 or more years of progressive growth and management experience in high volume and/or multi-unit theatre, retail or restaurant operations or other related management experience.

Skill/Work Requirements:

• Working knowledge of all theatre functions, including projection equipment, food and beverage operations and facility services.

• Demonstrates team management, delegation, issue resolution, coaching skills and ability to motivate others and provide direction for staff.

• Excellent leadership, training and development skills.

• Effective oral and written communication skills.

• Effective analytical, planning and problem solving skills.

• Demonstrates organization and multi-project time/issue management and the ability to meet deadlines consistently.

• Work effectively with supervisors, peers, subordinates, guests, vendors and corporate partners.

• Outstanding ability to listen, communicate, and work effectively with guests in high stress and high volume setting.

• Ability to present a calm demeanor that deters others from engaging in disruptive conduct, while encouraging a positive interaction with guests.

• Computer literate (Windows, Microsoft Office, internet) with the ability to learn and train others in the use of new technologies. Ability to use computers with both off the shelf and custom written software.

• Ability to adhere to CineLux Theatres’ grooming guidelines and provide a professional appearance.

• Ability to read and interpret documents like training materials, spreadsheets, reports and operating instructions.

• Accurate cash handling skills and ability to compute rate, ratio, and percent and to draw and interpret charts and bar graphs.

• Proven ability to consistently deliver results with minimal supervision.

• Flexible availability including daytime, evenings, weekends and major holidays. Full availability for any shift, seven (7) days per week, including nights, weekends, and holidays is preferred.
Personal Characteristics:

- Outgoing, positive attitude and enthusiasm for working with the public and young adults.
- Demonstrated ability in creating and communicating a vision.
- Demonstrated ability to achieve expected store financial results in areas of responsibility.
- Holds self accountable to high personal standards of conduct and professionalism.
- Excellent coaching and developing skills.
- Respect for individuals (guests, vendors, and employees).
- Appreciation of diversity (thought, ethnic, gender, etc).
- Flexible in approach; can readily adapt to business and team needs and changes.
- Open to feedback and self improvement.
- Dressed in proper dress code requirements, looking neat, clean and professional at all times.
- Exercises good judgment and decision making skills.
- Previous restaurant and/or bar experience desired.

Physical and Environmental Work Conditions

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the team member will regularly be required to:

- Work days, nights, and/or weekends as required.
- Work in noisy, fast paced environment with distracting conditions.
- Move about facility and stand for long periods of time.
- Read and write handwritten notes.
- Lift and carry up to 30 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

Salary: Commensurate with experience

Hours: Full Time (32-40 hours per week)

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.