

THEATRE ATTENDANT SUPERVISOR



JOB OVERVIEW

The Kamloops Film Society is looking to hire a full-time Theatre Attendant Supervisor for an eight-week contract starting July 11, 2022. This is a 30 hour per week position working days, evenings, and weekends.

The Theatre Attendant Supervisor will work directly with the KFS Patron Engagement Manager to manage the Twin Rivers Drive-In and Paramount Theatre screenings and events. Through funding from Canada Summer Jobs, the successful candidate will earn a wage of \$17.50/hr.

The KFS is looking to make the operations of the Twin Rivers Drive-In and the Paramount Theatre exciting and viable, presenting films and events that Kamloops residents can be proud of. We are counting on our staff to be a driving force behind the continued evolution of the KFS.

The Theatre Attendant Supervisor will assist the Patron Engagement Manager with the running and marketing of the Twin Rivers Drive-In, as well as supporting some Paramount Theatre event and activity coordination.

RESPONSIBILITIES AND DUTIES

- Front of House ticketing and dealing with patrons, including ticket taking, point of sale utilization, customer issue management, and troubleshooting.
- Supervising the drive-in team, made up of staff and volunteers.
 - At first, under the supervision of the Patron Engagement Manager, but as the summer progresses, given more responsibility.
- Working in the concession, delivering a positive patron experience.
- Making decisions, troubleshooting, communicating, and negotiating through issues with the team.
- Working with the Patron Engagement Manager to deal with customer facing initiatives such as marketing and special events at both venues.
- Setting up and taking down the venue.
- Setting up and closing up the in-theatre operations.
- Delivering a positive patron experience for attendees.
- Ensuring smooth flow of traffic in and out of the venue.
- Ensuring the projection and sound technology is functioning properly.
- Guaranteeing the safety of patrons, ensuring COVID-19 protocols and other safety guidelines are followed.
- Dealing with customer questions via online channels such as Facebook.
- Updating the website with pertinent information.
- Communicating with the KFS team in regards to logistical and process changes

- Scheduling of staff
- Posting on the KFS social media channels and helping with other marketing initiative such as the KFS newsletter and print advertising.
- Bringing ideas to the table to make the operations as efficient as possible

Not all tasks/ responsibilities will be expected from the Theatre Attendant Supervisor immediately. The goal is to build on the skills that the successful candidate already has and to develop the skills they have not yet had the opportunity to build.

QUALIFICATIONS

- Be between 19 and 30 years of age (inclusive) at the start of employment;
- Be a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act;
 - International students are not eligible. Recent immigrants are eligible if they are Canadian Citizens or permanent residents.
- Be legally entitled to work according to the relevant provincial / territorial legislation and regulations.
- Education: At least some post-secondary education required
 - Significant experience may be presented in lieu of formalized post-secondary education
- At least 3 years of customer service experience
- At least 1 year of supervisory/ management experience
- Serving it Right & Foodsafe Certification (Can be obtained once hired)
- Able to lift at least 20kg
- Consistent access to a vehicle and a valid driver's license.
- Must be available days, evenings and weekends
- Natural leader with excellent attention to detail and organization skills
- Preference will be given to candidates self identifying in any of the groups below. Please indicate in your job application whether you identify as any of the following:
 - Indigenous
 - Visible minorities/racialized
 - LGBTQ2

Interested candidates are asked to send a cover letter and resume to info@thekfs.ca with "Theatre Attendant Supervisor" in the subject line by Wednesday June 1, 2022. Only those shortlisted for an interview will be contacted.