

OPERATIONS MANAGER



JOB OVERVIEW

The Kamloops Film Society is looking to hire a full-time Operations Manager. This will be five days per week position, with a combination of front of house shifts in the evenings and on weekends, and office shifts during the day.

The Operations Manager will work directly with the Executive Director on managing the operations of the Kamloops Film Society, including ordering, scheduling, volunteer coordination, and front of house management.

The KFS is looking to make the transition between managers as smooth as possible. We continue to depend on our staff to be a driving force behind our evolution. The ideal candidate for the Operations Manager will be a creative thinker, with strong troubleshooting abilities, a willingness to dive-in, and a proven track record of strong leadership.

RESPONSIBILITIES AND DUTIES

- Managing the front of house for screenings at the Paramount Theatre and the Twin Rivers Drive-In.
- Front of House ticketing and dealing with patrons, including ticket taking, point of sale utilization, customer issue management, and troubleshooting.
- Keeping track of stock and concession inventory and ordering when needed.
- Ordering cleaning and safety supplies as needed.
- Working directly with the Executive Director on monthly scheduling of staff.
- Communicating directly with staff on various FOH and KFS related duties.
- Making decisions, troubleshooting, communicating, and negotiating through issues with the team.
- Setting up and closing up the in-theatre operations
- Delivering a positive patron experience for patrons
- Guaranteeing the safety of patrons, ensuring COVID-19 protocols and other safety guidelines are followed.
- Bringing ideas to the table to make the operations as efficient and exciting as possible
- Working with volunteers, communicating change of scheduling and creating the monthly schedule.
- Excelling in office duties, such as maintaining/ creating paperwork, calculating hours, sending off movies/DCP's as necessary.
- Ingesting, scheduling and programming DCPs (the file format that films come on).
- Coordinating KFS volunteers

QUALIFICATIONS

- Must be 19+
- 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 5 years of customer service experience
- At least 3 years of supervisory/ management experience
- Serving it Right & Foodsafe Certification (Can be obtained once hired)
- Able to lift at least 20kg
- Must have open availability
- Consistent access to a vehicle and a driver's license
- 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
- A love of film is also a desirable trait

Interested candidates are asked to send a cover letter and resume to dusan@thekfs.ca with "Operations Manager" in the subject line by July 8th, 2022. Only those shortlisted for an interview will be contacted.