



# HOURLY MANAGEMENT OPPORTUNITY

Employment Posting Number **64AM-100329**

<u>Position Title:</u>	<b>Assistant Manager</b>	<u>Application Deadline:</u>	<b>March 29<sup>th</sup>, 2010</b>
<u>Reports To:</u>	<b>Rick Milks, General Manager</b>	<u>Application Type:</u>	<b>Cover Letter &amp; Resume</b>
<u>Location:</u>	<b>Empire Theatres Orleans (Innes Road)</b>	<u>Submit Application To:</u>	<b>Email Address Listed Below</b>
<u>Pay Matrix:</u>	<b>Hourly, Part Time</b>		

**Company Profile:** At Empire Theatres our Vision is to make every Guest feel like a VIP. Our people matter and through our integrity, accountability and collaboration, together, we will create memorable red carpet experiences for each and every one of our guests... each and every time. We are a wholly owned subsidiary of Empire Company Inc., and with over 50 locations across the country, we are a leader in the entertainment industry in Canada.

**Location Profile:** Our newest facility, Empire Theatres Orleans is located in Orleans, Ontario. This theatre features 10 large screens, with crystal clear digital sound and stadium seating. Food offerings include a refreshment counter featuring fresh delicious hot popcorn and Coca-Cola beverage products. Expanded food offerings also include pizza, French fries, frozen yogurt and more.

**Candidate Profile:** **The ideal candidate is a detail-oriented collaborative team member who is driven by results and has a strong Guest service background. Ideally the candidate will have previous experience in the Entertainment or Food Service Industry and the ability to multi-task in a fast paced environment.**

**Scope of Position:** To effectively manage the operations of the theatre complex in collaboration with the supervisory and management teams. Assistant Managers are accountable for ensuring that Cast members and Shift Supervisors deliver a memorable red carpet experience to our Guests.

## **JOB DUTIES & RESPONSIBILITIES:**

- Manage daily operations of the theatre complex (Including: labour cost, cost of sales, revenue control, speed of service, Guest satisfaction, equipment & procedure training, safety of Guests & Cast and film & product quality)
- Assist with the selection, training & development and employment experience of the Cast.
- Assist with the administration and operation for all pertinent systems (POS, audit documentation, training program & projection)
- Communicate on an ongoing basis with supervisory and management teams including the General Manager by attending all scheduled meetings and by use of the communication tools provided.
- Communicate and respond to outside resources including Emergency Service personnel, Theatre Support Centre personnel, Director of Operations, Suppliers, Contractors, and Community Groups to identify and resolve daily operational issues or concerns; as needed.
- Greet and engage Guests and make them feel special – helping to create memorable red carpet experiences.
- Provide consistent performance feedback to Cast members and address performance issues in a timely manner using effective performance management tools.
- Work safely and ensure Cast members are made aware of and follow safe work practices. Be prepared to respond in the event of an emergency situation as required – including the coordination of Guest evacuation.

## **REQUIREMENTS:**

- Proven track record in a leadership role within a fast paced environment.
- Commitment to excellence in Guest service with proven ability to maintain significant attention to detail.
- Minimum 1 year experience motivating and supervising a dynamic team to achieve positive results in a timely manner.
- An individual who sets actionable goals; takes the initiative to deliver; shows persistence in problem solving while keeping others focused on results.
- Proficiency with food production, revenue control procedures and related systems an asset.
- Prior experience with projection or audio visual equipment an asset.
- Excellent written, verbal and listening communication skills and proficiency with Microsoft Word & Excel software.

Empire Theatres Limited offers a productive fast – paced work environment in an exciting industry. Pay rate will be commensurate with qualifications and experience. Part time, flexible hours are required, including shifts on most evenings, weekends, and holidays. We offer competitive compensation and special perks for all our hourly employees.

### **ONLY QUALIFIED APPLICANTS WILL BE CONTACTED**

Submit Applications to Human Resources

**Please quote employment posting number **64AM-100329**, internal inquiries should be directed to your Manager**

**Email: [empiretheatres.resumes@empiretheatres.com](mailto:empiretheatres.resumes@empiretheatres.com)**