

**Job Title:** Operations Manager Eagles Theatre  
**Reports to:** Vice President of Hospitality  
**FSLA Status:** Salaried

The Operations Manager Eagles Theatre leads a group of professional, hard-working, energetic team members who are all empowered to do whatever it takes to deliver an exceptional guest experience at Eagles Theatre and 13-24 Drive In.

**Essential Duties And Responsibilities (Note: Other duties may be assigned)**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Hire, develop, inspire and lead the Eagles Theatre team and 13-24 Drive In team to exceed every guest's expectation
- Directly supervise all Customer Service Associates, Assistant Managers, and Crew Leaders at both the Eagles Theatre and 13-24 Drive In
- Enable unparalleled guest service by leading the team by example, constantly striving to delight and surprise our guests, customers and stakeholders
- Clearly communicate expectations to all associates, holding yourself and others accountable
- Maintain cash and cash register controls, as well as complete end of shift paperwork for box office and concession sales
- Manage cash and inventory control
- Maintain accuracy and efficiency with box office and concession sales
- Communicate and interact with staff members as needed to complete assignments
- Ensure the venues, facilities, and staff meet stipulated health and safety regulations
- Program the digital projectors. Ingest movies; add promotions and advertising materials into projector as needed
- Manage and train staff on the POS and ticketing system
- Coordinate with the hospitality department on suite booking for different movies and live shows
- Place concession orders and evaluate the concession operations
- Schedule staff, approve days off, and approve timecards.
- Interact and coordinate with marketing, HR, Finance to make sure all procedures are followed. Oversee paperwork, bank runs, and deposits.

## **Knowledge, Skills and Abilities**

*The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to perform each essential duty satisfactorily
- Strong computer skills; Microsoft Office proficiency
- Strong communication skills
- Strong interpersonal and organizational skills
- Ability to multitask
- Outgoing personality
- Strong customer service skills
- A team player with a strong work ethic

## **Education And/Or Experience**

Bachelor's degree from a four-year college or university; or equivalent combination of education and experience in management, customer service and cash handling.

## **Environment and Physical Demands**

*The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Office environment
- Utilizing an office desk – sitting, reading, listening or speaking with the ability to move intermittently throughout the day
- Constant walking and standing; frequent bending, stooping and reaching
- Occasionally lift up to 10 lbs. with the ability to push or pull more than 10 lbs.
- Ability to work in a fast-paced environment
- Strong sensory skills, such as good eyesight, good hearing, and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines, and phones

## **Other Requirements**

Position will require evening and weekend hours.

*Responsibilities are subject to change and increase as the position evolves.*