



Ho-Chunk Nation

Job Description



TITLE: THEATER SHIFT LEADER		JOB CODE: THSL	
BUSINESS		EEO: 5	PAY GRADE: 13
NON-EXEMPT	NO FLEX	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

Responsible for supervising and working with Theater Associates, conducting shift paperwork and back office activities, merchandise ordering and receiving, and providing oversight of theater operations in the absence of the Theater Manager. Shift Leaders are required to work positively and professionally with all staff members and support positive interactions with guests. Customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Supervise Retail Associates and works under the direction of the Theater Manager.
2. Able to perform all duties assigned to Theater Associates.
3. Responsible for all shift receipts and balancing all forms of tender with point of sale till reports.
4. Daily opening and/or closing the theater, which includes securing cash, securing all forms of tender and operation of store alarm system.
5. Performs duties of the Theater Manager in his/her absence within authority, such as scheduling, payroll, merchandise ordering, processing store reports, reconciling accounts receivable and vouching accounts receivable for payment.
6. Provide great customer service and maintain work relationships with internal and external guests with a positive and professional attitude.
7. Maintain a neat and professional appearance.
8. Possess hospitable personality along with the ability to relate to guests and fellow employees in a manner that renders fast, efficient and courteous customer service.
9. Arrive to work at scheduled times and be prepared to work scheduled shift.
10. Make shift cash exchange with financial institutions as required.
11. Maintain compliance with the Ho-Chunk Nation's Occupational Safety and Health Program Act, Employee Relations Act, and other internal and external policies affecting the convenience store.
12. Maintain impartiality, professionalism, diplomacy and confidentiality within the workplace.
13. Be open and accepting of requested changes by management, including new ideas, programs, systems, and/or structures.
14. Must wear designated uniform and required protective equipment when required.
15. Uphold the Retail Divisions Standard Operating Procedures on a daily basis.
16. Other duties as assigned by supervisors within the scope of authority of the job description.

JOB RESPONSIBILITY

Job Reports to	THEATER MANAGER
Leadership Accountability	IMPLEMENTS OPERATING PLANS
Supervisory Accountability	SUPERVISES ASSOCIATES BELOW SUPERISORY LEVEL

Approved by: (Committee and Date)



Organizational Accountability	SUPERVISES WORK GROUP WITHIN A SUB-UNIT OF A DEPARTMENT
Financial Accountability	MONITOR EXPENDITURES, REVENUES AND ASSETS
Customer Accountability	INTERACTS WITH EXTERNAL CUSTOMERS
Freedom to Act	SUBJECT TO REGULAR REVIEW BY SUPERVISOR

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or GED/HSGED.

ESSENTIAL:

1. Valid Driver's license and dependable transportation.
2. Must maintain proper car insurance at all times.
3. No prior criminal charges, including but not limited to violence, retail theft, fraud or issuance of worthless checks within the past seven (7) years.
4. Obtain all required certifications within 3 months of hire, including but not limited to C Operator, Food Safety, We Card, and where appropriate and if the employee is 18 years of age or older Safe Serve.
5. Maintain compliance with the Ho-Chunk Nations' ERA (Employee Relations Act), Occupational Safety and Health Program Act.
6. Must possess good math skills and be able to pass change count back test at time of interview or prior to being placed in position.

EXPERIENCE:

1. One (1) year experience as a Retail Associate or lower management in a retail industry involving cash handling.
2. One (1) year supervisory experience in a retail industry OR two (2) consecutive years of experience in retail sales.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to perform all duties and responsibilities assigned to the Theater Associate position.
2. Ability to perform all duties and responsibilities required of Theater Manager.
3. Demonstrate hospitable personality along with the ability to relate to guests and fellow employees in a manner that renders fast, efficient and courteous customer service.
4. Demonstrate ability to accurately perform math calculations and functions related to operations management.
5. Excellent customer service skills (friendly and courteous)
6. Ability to multitask in a high interruption environment.
7. Ability to properly use all personal protective equipment as requested by management.
8. Is flexible and responsive to convenience store operational needs and requirements.
9. Knowledge of chemical usage, storage and disposal.

WORK PLACE RESPONSIBILITY

1. Work harmoniously with Theater Manager.
2. Supervise Theater Associates.
3. Maintains a safe and healthy work place environment.
4. Must implement and follow Ho-Chunk Nation ERA and Department Policy and Procedures
5. Must maintain utmost level of stability, reliability and dependability.
6. Must maintain utmost level of impartiality, professionalism, diplomacy and confidentiality within the workplace.



7. Practice proper hygiene.
8. Ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Position is in the theater environment.
2. Able to lift a maximum of fifty (50) pounds from floor to shelf.
3. Able to work nights, weekends and holidays as assigned or requested.
4. All conditions from hot and humid to sub-zero weather.
5. Travel for training and meetings as necessary.
6. Ability to work on your feet for a minimum of ten (10) working hours.
7. Ability to stand for the duration of a shift.
8. Ability to move body. Stretch, bend or turning motions continuously.