



Ho-Chunk Nation

Job Description



TITLE: THEATER MANAGER		JOB CODE: THMA
BUSINESS	EEO: 2	PAY GRADE: 17
EXEMPT	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 Retail Associates, conducting shift paperwork and back office activities, merchandise ordering and receiving, and providing oversight of store operations in the absence of the Store 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 Shift Leaders and works under the direction of the Retail Development Manager.
2. Able to perform all duties assigned to Shift leaders and Retail 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 store, which includes securing cash, securing all forms of tender and operation of store alarm system.
5. Performs all duties within authority, such as scheduling, payroll, merchandise ordering, processing store reports, and reconciling accounts receivable and vouchering 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 other 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	RETAIL DEVELOPMENT MANAGER
Leadership Accountability	IMPLEMENTS OPERATING PLANS
Supervisory Accountability	SUPERVISES ASSOCIATES BELOW SUPERISORY LEVEL
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. Associates degree in Business Management, Supervisory Management or a related field is preferred; a minimum of four years management experience in business, sales, or working in cinema, or equivalent.
2. Two (2) to four (4) years of experience in Cinema/Movie Theater or lower management position, preferable marketing and or hospitality entertainment.
3. Two (2) to three (3) years of supervisory/management experience.
4. Applicant must show strong capabilities in marketing, personnel management, preparation of statistical analysis and reports; forecasting techniques, cost estimation as well as knowledge of cinema industry and sales.
5. CPR and Food Safety certification is required within 6 months of hire.

ESSENTIAL:

1. No prior criminal charges, including but not limited to violence, retail theft, fraud or issuance of worthless checks within the past seven (7) years.
2. Valid Driver's license and dependable transportation.
3. Must maintain proper car insurance at all times.
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. Two (2) to four (4) years of supervisory/management experience.
2. Two (2) to four (4) year experience in retail sales operations or lower management in a retail industry involving cash handling. Two (2) to four (4) years of experience in Cinema/Movie Theater or lower management position, preferable marketing and or hospitality entertainment.

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 Shift Leaders.
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 store 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 internal and internal guests..
2. Supervise Shift Leader.
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 movie 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.