

Assistant Manager Position

Smithfield Cinemas is an independent, 10 screen movie theater in operation since 2004 with a strong relationship in the community. We strive to provide our guests with outstanding customer service and products while enjoying an unforgettable movie experience.

The Assistant Manager assists the General Manager with the overall operations of the theatre, performs day-to-day operational functions, and supervises team members and team leaders.

Position Type/Expected Hours of Work

This is an hourly position and it may be full or part time. Candidate must be available to work days, evenings, weekends, and holidays.

Job Purpose: To ensure guest satisfaction is delivered by management and team members by providing genuine hospitality while balancing a financially successful business.

Duties:

Responsible for daily theater operations, including ticket and concession sales, cash handling, and staff deployment.

Ensure all guests are greeted in a friendly, welcoming manner.

Adhere to company standards and service levels to increase sales and minimize costs.

Ensure compliance with operational standards, company policies, and Federal/State/Local laws.

Train, develop and communicate with all staff, including regular performance assessments.

Maintain cleanliness of concession area, auditoriums, restrooms, and all exterior areas.

Monitor auditoriums for picture/sound quality, temperature, lighting and guest behavior.

Address and correct all customer issues.

Generate excitement and interest in films with promotions and marketing.

Other miscellaneous duties as assigned by the General Manager.

Skills:

Effective verbal and written communication skills.

Excellent leadership, training and development skills.

Good computer hardware and software knowledge.

A passion for great customer service.

Ability to work calmly and effectively under pressure.

Self-motivated, organized and great problem-solving skills.

Mechanical aptitude a plus.

Requirements:

Ability to stand and walk for long periods of time.

Ability to reach, bend, stoop, and frequently lift up to 40 lbs.

Ability to pass a background check.

Experience: One year of management experience in a customer service-oriented business is required.

Education: High school or equivalent (required)

Send resume to PO Box 1524, Smithfield, NC 27577