

Brenden Theatre Corporation, NV AZ Region

Assistant Manager | Part-Time

4321 W Flamingo Rd. Las Vegas, NV 89103

Reporting to the House Manager, the Assistant Manager of Brenden Theatres is responsible for the daily operations of the theater. This position must be able to exhibit a high level of professional and personalized experience for our customers and be a positive leader and role model for all employees. Our Assistant Managers get to enjoy free movies, competitive wages with premium Holiday pay, career advancement opportunities, and eligibility for our theater-exclusive college scholarship program for up to \$10,000.

General responsibilities include but are not limited to:

- Provide superior customer service that is consistent with our company policies as well as assistance to the House Manager and General Manager.
- Create daily plans per shift to ensure theater runs smoothly including daily inventory and box office auditing.
- Supervise, motivate, coach, and reward employees to provide exceptional service and train our policies, procedures, and expectations for performance.
- Evaluate employees daily for performance and attendance issues. This includes written documentation for all employees that it applies to with oversight from the General Manager.
- Counting, depositing, and reconciling all receipts taken in during business day. Receipts will include cash, credit cards, passes, and any other form of payment applicable to Brenden Theatres.
- Conducts daily inspections of the theater for the presentation, safety, and security of all employees and customers.
- Responsible for thorough completion of special assignments/projects provided by House Manager and/or General Manager.
- Ensuring staff leave and take breaks on time and controlling payroll expenses by allowing staff to leave early during slow periods.
- Ensures employees are in compliance with Brenden Theatres uniform policy and guidelines.
- Completion of Sexual Harassment Prevention Training Seminar.
- Operation of all projection, audio, and visual equipment within the theater.
- Extensive knowledge of all projection systems including maintenance, programming, scheduling, troubleshooting, TMS operation, and all related projection skills.
- Resolve customer service challenges and special requests within limits of authority and in a timely manner.
- The Management Representative of the theater during escalated security issues and incidents. This includes proper handling of reports and investigations of accidents.
- Communicate and coordinate with Palms Engineering, PAD, and Security, regarding escalated incidents involving theater liability, security risks, and/or concerns.

Job Skill/Work Requirements

- Work varied shifts including evenings, weekends and holidays.
- Minimum 2 years in Front of the House management experience in customer service
- Accurate money handling and inventory skills
- Must be able to work efficiently in high volume and stressful, high-pressure situations.
- Must possess adequate organizational, interpersonal, and administrative skills, and have a high level of attention to detail.
- Must possess excellent English communication skills, both verbal and written. Additional foreign languages are preferred.
- Must have Food Handler Safety Training Card issued from Southern Nevada Health District.
- Must have TAM card.
- Basic knowledge of computer software to include Outlook, MS Word, Excel, and Gmail as well as office equipment and compute basic mathematical calculations.

- Must have excellent customer service skills, phone and email etiquette, problem solving and decision-making skills.
- Must be able to set the standard for professional demeanor with integrity and accountability at all times.
- Must be able to meet deadlines and work without constant guidance and supervision.
- Must be able to work efficiently within a team environment and build/maintain positive working relationships at all times with staff, outside departments/vendors, and Palms executives.
- Must have a willingness to learn new procedures, concepts, and ways of updated software systems, managerial requirements, and approaching customer service.
- Must be able to maintain confidentiality regarding staff, customers, and incidents that occur throughout the property.

Physical Demands

Work is performed in a hotel/resort setting

- May be exposed to smoke
- Prolonged standing and mobility
- Balancing, stooping, kneeling, crouching, reaching, pushing, pulling, lifting, grasping, talking, hearing, repetitive motions, lifting, carrying, pulling, or otherwise move objects and/or move up to 75 pounds
- Must be tolerant to varying conditions of noise level, temperature, illumination, and air quality.