

## **Brenden Theatre Corporation, NV AZ Region**

Supervisor | Part-Time

4321 W Flamingo Rd. Las Vegas, NV 89103

Reporting to the Assistant Manager, being the Supervisor of Brenden Theatres is an opportunity for a motivated individual to take on a leadership role and progress their management experience. This role is responsible for managing and supervising the daily floor staff shifts and providing support for the Assistant Managers. They must maintain consistent lobby/concession/usher presence while ensuring all staff are performing in accordance with our company standards. Our Supervisors 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 Assistant Managers.
- Create daily plans per shift to ensure theater runs smoothly.
- Supervise, motivate, coach, and reward employees to provide exceptional service.
- Train staff on our policies, procedures, and expectations for performance.
- Ensure staff is being recognized and praised for positive performance.
- Comprehensive knowledge of ticketing system, projection systems, and all related skills.
- Resolve customer service challenges within limits of authority and in a timely manner by coordinating with their direct supervisor.
- Ensure all guests and employee interactions are in accordance with Brenden Theatres standards in order to maintain the integrity of the workplace.
- Actively leads by example when interacting with customers and employees.
- Actively communicates with staff of company updates, policy changes, special events, and messages from senior management and passes down appropriate information.
- Verifies financial transactions carefully to ensure cash banks are accurately balanced at the end of each shift.
- Maintains the cleanliness and supply levels of concessions, lobby, and/or usher crew.
- Efficiently completes checklists and reports associated with their specific shifts.
- Ensuring staff leave and take breaks on time and controlling payroll expenses by allowing staff to leave early during slow periods.
- Provide support and guidance on a daily basis to all staff members.
- Ensures employees are in compliance with Brenden Theatres uniform policy and guidelines.
- Responsible for thorough completion of special projects/assignments provided by senior management.

### **Job Skill/Work Requirements**

- Work varied shifts including evenings, weekends and holidays.
- Minimum 1 year experience in customer service.
- Must be able to work efficiently in high volume and stressful, high-pressure situations.
- 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 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, supervisor 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.