



MANAGEMENT CAREER OPPORTUNITY

Employment Posting Number – **501AM-170301**

Position Title: Assistant Manager	Application deadline: March 1,2017
Reports to: Laura Guay, General Manager	Location: Landmark12 - Kitchener, ON
Employment Status: Part-time hourly	Application type: Cover letter & resume

WHO WE ARE: We are Landmark Cinemas Canada, the second largest motion picture theatre exhibition company in Canada. From a single screen in 1965, today the Company continues to provide the perfect setting for popcorn munching Movie Lovers to connect and share the perfect movie-going experience on 303 screens throughout Western Canada, Ontario and the Yukon Territory including five IMAX®, four 'Extra' and the new extra-large 'Xtreme' screen theatre. We are connected to the communities we serve and our Cast and Crew are proud to support Kids Help Phone programs and initiatives.

THIS ROLE TAKES PLACE: Landmark Cinemas Kitchener is located in Kitchener, ON. This theatre features 12 large screens, with crystal clear digital sound. Food offerings include a refreshment counter featuring fresh delicious hot popcorn and Coca-Cola beverage products, as well as being a licensed food operator with TCBY, New York Fries and Pizza Pizza.

WHO YOU ARE: You are a Movie Lover. You possess a passion for everything movies and are eager to create movie memories that last a lifetime. You are ready to take the first step in your management career. You are prepared to assist managing the team in delivering the ultimate movie-going experience, from the perfectly prepared popcorn and ice cold Coca Cola to a flawless screen presentation. You are detail-oriented, a collaborative leader who is driven by results and has a passion for Guest Service. In the perfect world, you'll have previous experience in the entertainment or food service industry and the ability to multi-task and play a leading role in this fast paced and exciting environment!

THE STARRING ROLE: As the Assistant Manager you will play a key role in supporting the General Manager at the theatre. You will lead by example in all areas upholding and directing others in the Company values, programs, policies and procedures. Assistant Managers are accountable for ensuring that Cast members and Shift Supervisors deliver the ultimate movie going experience making Landmark Cinemas the favorite place for Movie Lovers to gather.

JOB DUTIES & RESPONSIBILITIES:

- Manage daily operations of the theatre complex (Including: labour cost, cost of sales, revenue control, speed of service, Guest satisfaction, equipment & procedure training, safety of Guests & Cast, and film & product quality).
- Assist with the execution of operational policies and procedures. Ensure that internal controls within the complex are in place, routinely evaluated and followed.
- Assist with the selection, training & development and employment experience of the Cast.
- Assist with the administration and operation for all pertinent systems (POS, audit documentation, training program & projection).
- Communicate on an ongoing basis with supervisory and management teams including the General Manager by attending all scheduled meetings and by use of the communication tools provided.
- Communicate and respond to outside resources including Emergency Service personnel, Cinema Support Centre personnel, Director of Operations, Suppliers, Contractors, and Community Groups to identify and resolve daily operational issues or concerns; as needed.
- Keep abreast of industry and facility related information to ensure current and up-to-date operation of complex.
- Assist with the monitoring of Guest satisfaction; determine opportunities to enhance the movie-going experience and respond appropriately to challenges or obstacles that reduce positive Guest interaction.
- Greet and engage Guests and make them feel special – helping to create memorable experiences.
- Be available and visible to Cast and Guests; observe and assist with potential issues.
- Provide consistent performance feedback to Cast members and address performance issues in a timely manner using effective performance management tools.
- Work safely and ensure Cast members are made aware of and follow safe work practices. Be prepared to respond in the event of an emergency situation as required – including the coordination of Guest evacuation.



REQUIREMENTS:

- Proven track record in a leadership role within a fast paced environment.
- Commitment to excellence in customer service with proven ability to maintain significant attention to detail.
- Minimum 1 year experience motivating and managing a dynamic team to achieve positive results in a timely manner.
- An individual who sets actionable goals; takes the initiative to deliver; shows persistence in problem solving while keeping others focused on results.
- Proficiency with food production, revenue control procedures and related systems an asset.
- Prior experience with projection or audio visual equipment an asset.
- Excellent written, verbal and listening communication skills and proficiency with Microsoft Word & Excel software.

This position is not eligible for relocation assistance.

If you require assistance or an alternative accessible format, due to a disability, in accessing or completing any aspect of the application process, please contact Human Resources at accessibility@landmarkcinemas.com or 403-254-3983

ONLY QUALIFIED APPLICANTS WILL BE CONTACTED
Please quote employment posting number [501AM-170301](#)
Email: lcc501-gm@landmarkcinemas.com