



SALARIED CAREER OPPORTUNITY

Employment Posting Number – 503TM-170703

Position Title: Theatre Manager	Application deadline: July 3, 2017
Reports to: Pauline Brown, General Manager	Location: Landmark 10 Pen Centre, St. Catharines, ON
Employment Status: Full-time salaried	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: At Landmark 10 Pen Centre, which is located in St. Catharines, Ontario. 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, Pretzel, 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 prepared to set the stage for the ultimate movie-going experience, from the perfectly prepared popcorn and ice cold Coca Cola to a flawless screen presentation. You are a detail-oriented collaborative individual 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 a Theatre Manager you will be a key player of the management team, accountable to ensure efficient and organized procedures in all areas of operations. You will develop and direct the cast and crew in the skillful delivery of perfectly prepared popcorn, ice cold drinks and treats for the Movie Lovers presentation. You will be responsible to foster and build a positive theatre environment following and coaching others on Company programs, policies and procedures.

JOB DUTIES & RESPONSIBILITIES:

- Manage operations of the theatre complex (Including: labour cost, cost of sales, revenue control, speed of service, customer satisfaction, equipment & procedure training, safety of customers & Cast and film & product quality.)
- Select, train & develop Cast, Shift Supervisors & Assistant Managers.
- Maintain control over actual expenditures.
- Administer & operate all pertinent systems (POS, audit documentation, training & projection).
- Communicate on an ongoing basis with supervisory and management teams including the General Manager and Director of Operations by attending all scheduled meetings and by use of the communication tools provided.
- Keep abreast of industry & facility related information to ensure up-to-date operation of complex.
- Greet and engage Customers and make them feel special – helping to create exceptional experiences.
- Be available and visible to Cast and customers; observe and assist with potential issues.
- Provide consistent performance feedback to all levels of Cast and address performance issues in a timely manner using effective performance management tools.
- Work safely and ensure all levels of Cast are made aware of and follow safe work practices.



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 2 to 3 years' 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.
- Completion of a post-secondary school program with a focus on business acumen, hospitality, entertainment and food service management would be considered 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 [503TM-170703](#)

Email: resumes@landmarkcinemas.com