



SALARIED CAREER OPPORTUNITY

Employment Posting Number – 130GM-171020

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| Position Title: General Manager | Application deadline: October 20 th , 2017 |
| Reports to: Lindsay Thorburn, Director of Operations | Location: Landmark 8 Avalon - Nanaimo, BC |
| Employment Status: Full-time salaried | Application type: Cover letter & resume |

WHO WE ARE: We're 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 341 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 8 Avalon located in Nanaimo, BC. This location features 8 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 sweet treats.

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 the General Manager you will play the leading role in the theatre. Accountable to oversee the complete operations of the building, working closely with your operations director in achieving targets, forecasts and budgets. You will lead by example in all areas upholding and directing others in the Company values, programs, policies and procedures. Ensuring your cast and crew consistently deliver the ultimate movie going experience making Landmark Cinemas the favorite place for Movie Lovers to gather.

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 Guest service with proven ability to maintain significant attention to detail.
- Minimum 3 to 5 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 financial statement analysis, food production and revenue control procedures and related systems 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 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 [130GM-171020](#)
Email: resumes@landmarkcinemas.com