

**Job Title:** Shift Supervisor - Phoenix Theatre

**Location:** Fort Nelson, BC

**Position Type:** Part-Time

**Job Summary:**

The Phoenix Theatre is seeking a reliable Shift Supervisor to oversee the evening events of our theatre. The ideal candidate will ensure the smooth running of events, manage staff, and maintain a welcoming and safe environment for all patrons.

**Key Responsibilities:**

- **Management of Evening Operations:**
  - Act as the lead and point person for the opening and closing of the theatre, ensuring all procedures are followed.
  - Oversee the preparation of the theatre, box office, and concession areas for evening operations.
  - Secure the building, including all theatres, spaces, and property, at the end of the day.
- **Staff Management:**
  - Supervise part-time staff, ensuring tasks are completed efficiently and to a high standard encouraging positive work habits and high morale.
  - Delegate tasks effectively and address any special requests or needs from staff and patrons.
- **Customer Service & Event Coordination:**
  - Ensure all events, including movies and special presentations, start on time and run smoothly.
  - Respond to and resolve any customer service issues in a manner that supports patron retention and satisfaction.
- **Financial & Administrative Duties:**
  - Ensure that all financial deposits are submitted correctly and that cash handling procedures are followed.
  - Maintain accurate records using Excel and other computer systems as required.
  - Report any operational needs or concerns to the management team promptly.
- **Facility Maintenance:**
  - Maintain the cleanliness and organization of the theatre, including monitoring temperature control and ensuring a safe environment.

- Act as the crowd control manager in the event of an emergency, ensuring the safety of all patrons.

**Qualifications:**

- Completion of high school is required.
- Experience with computers and Excel is preferred.
- Previous supervisory experience in a customer service or hospitality environment is a plus.
- Strong communication and leadership skills.
- Ability to manage time effectively and handle multiple responsibilities.
- Valid drivers license required.
- **Must be available to work evenings, weekends, and holidays as needed.**

**Compensation:**

- 18 hours per week
- \$18.75-\$22.75/hour based on experience

**Application Instructions:**

Interested candidates should submit their resume and a brief cover letter outlining their qualifications and experience to [manager@phoenixtheatre.ca](mailto:manager@phoenixtheatre.ca) by September 21, 2024.