

FESTIVAL CONCESSIONAIRE

Job Description

SIFF's mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

BASIC FUNCTION

Festival Concessionaires provide every customer with a top-notch concession experience during the 2014 Seattle International Film Festival at three SIFF locations: Egyptian, Film Center, and Uptown.

REPORTING RELATIONSHIP

- SIFF Leadership Team

PRIMARY SUPERVISORY RESPONSIBILITIES

- Non-Manager, no oversight or accountability for others, an individual contributor

PRIMARY DUTIES & RESPONSIBILITIES

- Provide excellent customer service and professional courtesy to internal and external customers
- Sell beer, wine, popcorn, soda, and other items in the concession stand
- Open and/or close concession stand
- Receive deliveries and restock concession items when needed
- Take daily inventory of concessions products and supplies
- Maintain concession area (including popcorn, soda, and espresso machines) and lobby
- Assist with event set-up and breakdown, when needed
- Communicate facilities issues and customer concerns to the leadership team
- Answer the phone in a courteous and professional manner
- Keep current on festival programming, series and programs, events, and schedules
- Represent SIFF Cinema and the Seattle International Film Festival

SKILLS

- Demonstrated superior customer service skills
- Excellent cash handling skills
- Ability to multitask and think on your feet
- High comfort level with computers and POS systems
- Thrives in a fast-paced, customer-focused environment
- Self-motivated
- An excellent team-player
- Ability to work a flexible schedule consisting of nights, weekends and holidays
- Strong communication skills
- Passion for film a plus

REQUIREMENTS

- Must be 21+
- Current Food Handler's Card or willingness to get one
- Current Class 12 Mixologist Permit or willingness to get one

BENEFITS

- Staff pass valid for all regular screenings at the 2014 Seattle International Film Festival
- All the free popcorn, fountain soda, and coffee you can consume
- Access to the Historic Egyptian and Uptown Theaters

APPLY

To apply, please email your résumé with a cover letter to siffjobs@siff.net with “Festival Cinema Staff” as the subject line.

Please include in your cover letter:

1. The completion of this sentence: “I would like a job at SIFF Cinema during the Seattle International Film Festival because...”
2. Describe your customer service philosophy and give an example of how you execute that philosophy.
3. Describe your favorite movie from when you were 12 years old.