

SIFF CINEMA UPTOWN FLOOR STAFF

Job Description

BASIC FUNCTION

The **SIFF Cinema Uptown Floor Staff** is responsible for ensuring excellent service and professional courtesy to internal and external customers.

CLASSIFICATION

Regular Non-Exempt

REPORTING STRUCTURE

- Reports to the SIFF Cinema Manager
- Non-Manager, no oversight or accountability for others, an individual contributor

PRIMARY DUTIES AND RESPONSIBILITIES

- Provide excellent customer service and professional courtesy to internal and external customers
- Sell beer, wine, popcorn, soda, candy, and other items in concession stand
- Open/Close box office and 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), lobby and theaters
- Assist with event set-up and breakdown, when needed
- Assist in nightly changes to marquees and poster cases
- Communicate facilities issues and customer concerns to the leadership team
- Keep current on SIFF programming, series and programs, events, and schedules
- Represent SIFF, SIFF Cinema and the Seattle International Film Festival
- Other duties as assigned

GENERAL QUALIFICATIONS

- Superior customer service skills
- Excellent cash handling skills
- Ability to multitask and think on your feet
- High comfort level with computers and POS systems
- Enjoy working in a fast-paced, customer focused environment
- Self-motivated as well as an excellent team-player
- Ability to work a flexible schedule consisting of nights, weekends, and holidays
- Strong communication skills
- Current Food Handler's Card obtained in WA state
- Current WA Class 12 Mixologist Permit
- Must be 21+
- Passion for film and the arts a plus