



JOB OPPORTUNITY

January 31, 2012

TIFF, a vibrant not-for-profit arts organization, is accepting applications for the casual part-time position of:

Assistant Cinema Manager

This will be an exciting year for TIFF as we present unique programming in our new home and the world's premiere centre for film, TIFF Bell Lightbox. We are seeking a highly motivated individual who wants to be part of a new era in Toronto's cultural history.

The Assistant Cinema Manager (ACM) provides direction and support to the Ushering team at TIFF Bell Lightbox. The ACM is the primary response for the majority of customer service resolutions. ACM's are the point of contact for all Front of House needs during an event or screening liaising with the technical and events teams ensuring smooth operations. Reporting to the Cinema Manager the ACM ensures that Theatre operations remain consistent and in accordance with the policies and procedures of TIFF Bell Lightbox.

Responsibilities:

- Liaise with Event Coordinators, Projectionists, Box Office and Concession Staff to ensure that events start on time.
- Provide necessary support to Event Coordinators, Projectionists, Box Office and Concession Staff to ensure that events are successful.
- Provide customer service to Patrons, addressing concerns, offering solutions where possible or directing them to the appropriate venue. Follow up customer service incidents with reports to the Cinema Manager.
- Ensure the safety of staff and Patrons by acting as a Fire Marshall and maintaining obstruction free exits and evacuation plans.
- Maintain the cleanliness of Cinemas disposing of debris and cleaning spills between screenings.
- Supervise Ushers, actively maintaining good work habits, excellent overall visitor experience and team morale.
- Prepare detailed daily reports and disseminate all relevant information as directed by the Cinema Manager.
- Provide administrative support as necessary.
- When Supervising Ushers



- Provide training on related job requirements to fulfill responsibilities as required.
- Set and communicate tasks and standards and expectations
- Provide direction and support in effectively delegating tasks where appropriate.
- Build performance through delegation and teamwork.
- Monitor attendance and punctuality.
- Administer performance reviews as assigned.
- When Supervising Volunteers
 - Clearly define expectations and provide training on task(s) to be completed by volunteer(s)
 - Create an inclusive work environment that ensures that volunteers feel welcome and that they are part of the TIFF team
 - Provide feedback to volunteers on their performance and submit regular performance evaluations to the Volunteer Department

Start Date: February 16th 2012

Minimum Requirements:

- Two years supervisory experience in a Cinema or Theatre environment.
- Strong leadership capabilities.
- Adaptable to a flexible work schedule including evenings and weekends.
- Able to multi-task effectively.
- Excellent customer service and communications skills.
- Excellent time management.
- Film knowledge an asset.
- Special event experience an asset.
- Experience supervising volunteers an asset.

Please submit cover letter, resumé and the names and phone numbers of 3 references attached as a PDF or Word document (we do not accept Cloud hosting or File Sharing programs), by 5pm on **February 6th BY EMAIL ONLY** to the attention of **Hiring Committee: Cinema Usher**

TIFF Email: humanresources@tiff.net ***Please note the position in the subject line***

Please note in your cover letter where you saw this job posting.

We thank everyone who applies for their interest, but only candidates selected for an interview are contacted.
No telephone or walk-in inquiries please. All applications are considered confidential.



TIFF is an equal opportunity employer.

TIFF is a charitable, not-for-profit cultural organization whose mission is to transform the way people see the world. Its vision is to lead the world in creative and cultural discovery through the moving image.