

TO: ALL QUALIFIED CANDIDATES

FROM: PROSPECTS, OPPORTUNITY AND ENRICHMENT, INC.

SUBJECT: JOB POSTING – FLOOR SUPERVISOR

The Prospector Theater is a 501(c)(3) movie theater in

Ridgefield, Connecticut that employs and trains adults with disabilities.

Position: Floor Supervisor

The Prospector Theater is seeking a Floor Supervisor to assist in driving it’s mission: to provide meaningful employment, vocational training, and opportunities to people with disabilities through the operation of a community-supported first run movie theater. Through this operation, the Prospector Theater enables a wide audience of movie-goers to create meaningful relationships with, and business opportunities for, people with disabilities in their communities, demonstrating that people with disabilities are valuable and employable contributors to society. The Floor Supervisor is responsible for Prospector Theater box office, concessions, usher, restaurant, and café operations.

Responsibilities:

* Operations
  + Manage floor shift operations
  + Ensures public space and displays/promotions meet Prospector Theater appearance standards
  + Manage concessions/Food & Beverage inventory levels and replenishment
  + Ownership of Standard Operating Procedures (SOPs)
* Coaching/Training
  + Ensure staff adhere to SOP's; drive continuous improvement of SOP's
  + Coach, counsel, train, and discipline Prospects and Staff
  + Evaluate on-the-job performance of Prospects and Staff
  + Active involvement in regular skills assessment and role matching with theater operations
* Customer Service
  + Ensure standards for quality customer service are met
  + Handle customer questions, complaints, and issues promptly
  + Ensure guest service is friendly, helpful, and fast
  + Provide an experience that is comfortable, distraction-free, and picture-perfect
  + Answer questions from guests and resolve any concerns

Qualifications:

* Education and experience
  + Strong customer focus and positive attitude
  + Demonstrated ability to work with people with disabilities and volunteers
  + Experienced in cashier systems and technology
  + Demonstrated ability to open and close out box office/concessions

Additional Qualifications:

* Demonstrated team player – has shown the ability to lead, support, and coach others
* Outstanding communication skills, demonstrated in multiple settings/situations – especially in demanding/stressful situations
* Physical stamina – able to stand/sit for full 8 hour shift
* **Must have evening, weekend, and holiday availability**

Compensation:

* Competitive hourly wage commensurate with experience.
* Employee health benefits package (for Full-Time employees)
* Employee benefits, such as an available 401k plan, employee assistance programs and more (for Full-Time employees)

The Prospector Theater is an equal opportunity employer.

To Apply:

Please send resume and cover letter to [jobs@prospectortheater.org](mailto:jobs@prospectortheater.org).