



Cinema and Game Room Shift Leader

Job Summary: The Shift Leader is responsible for managing line staff and projectionist and act as the primary point of contact for the area during the assigned shift.

Supervision: This position reports directly to the designated Operations Manager. Cross-supervision is provided by the other full time staff.

Responsibilities include, but are not limited to:

- Utilize point of sale systems to sell tickets and concessions
- Utilize point of sale systems to track and charge customers for use of Game Room equipment
- Complete cash transactions and end of shift reconciliations
- Manage equipment and concessions inventories
- Inform customers about pricing and schedules
- Assist with programs in associated areas
- Provide customer service that enhances the user's experience
- Manage 2-5 student staff members at any given shift
- Ensure the safety, cleanliness, customer service and cash handling standards of the Cinema and Game Room
- Receive and remove concession/equipment from inventory per established procedures
- Provide leadership during customer service disputes, equipment failure and other challenges
- Execute emergency action plan when necessary
- Participate in leadership team meetings and be an integral part of creating new programs, policies, and procedures
- Assist in the introduction of updated or new policies and procedures to Line Staff
- Attend mandatory meetings, trainings, events and complete in-service curriculum requirements
- Perform other duties as assigned

Qualifications:

- A cumulative and term GPA of 2.5 or better at the time of application. A per semester GPA of 2.5 or better must be maintained throughout employment.
- Prior customer service or cash handling experience preferred
- Prior significant leadership/management experience or prior employment with Student Center Operations
- Demonstrated ability to work with limited supervision

Schedule: This position requires flexible availability including late nights, weekends and during some breaks. Typically, Shift Leaders will work anywhere from 5 to 20 hours per week and will work no more than 30 hours unless special notice has been given. At no time should any student staff member work overtime without prior approval of their supervisor.