

Cinefest Attendant (Cinefest Film Theatre)

Cinefest Attendants begin as Projectionist and Box Office Attendants, offering the chance to learn the technology behind film projection and to master the daily tasks of running the theater's box office. Cinefest provides patrons with a diverse range of film programming while offering friendly and informative customer service. When attending the box office, Cinefest Attendants are the face of Cinefest, and so must present and maintain a helpful and professional image, display a positive attitude, and respond accurately to requests and inquiries about Cinefest. It is a position that comes with much responsibility, accountability, and a high level of trust.

In coordination with Georgia State University's College to Career program, which is designed to improve students' career readiness, employment with the Student Center is designed to help students acquire, develop, and sharpen competency in the areas identified by employers as the most sought-after skills.

They include:

- Career & Self Development
- Communication
- Critical Thinking
- Equity & Inclusion
- Leadership
- Professionalism
- Teamwork
- Technology

Learning Outcomes and Responsibilities

Career & Self Development

- Job Knowledge – Knows and understands job description, what the job entails, and University and Student Center policies, seeking clarification when needed.
 - *Learns the description and show times of current and upcoming film programming to accurately respond to patron questions about the schedule*
 - *Understands all general tasks and responsibilities of a Cinefest Attendant*
 - *Is familiar with the physical layout of the Student Center*
 - *Has a working knowledge of the services provided by the Student Center*
 - *Is willing to ask questions and make comments to better develop knowledge and abilities*

Self-Awareness - able to identify and articulate their personal strengths and areas in which they can grow in an evaluation, demonstrates ethical behavior, and articulates components of personal identity

Communication

- Communication – regularly communicates information to team members, customers, and team leadership, able to adjust communication style appropriately for the situation.
 - *Keeps the full-time staff informed of relevant issues and/or concerns*
- Customer Interaction – Articulates information clearly, listens, maintains eye contact and focuses on individuals, asks open-ended questions to draw out wants/needs, and puts customers first.
 - *Greets and assists patrons with questions and purchase of tickets and concessions*
 - *Provides accurate information about the theatre, our services, and all current and upcoming programming*
 - *Answers phones, transfers calls, or takes complete messages as appropriate*

Critical Thinking

- Decision Making and Stress Tolerance – Ability to make good choices (sometimes under pressure or a deadline) and understands how to use their talents and skills to best accomplish tasks.
 - *Ensures the safety of the Cinefest box office*
 - *Makes judgment calls on the interpretation of Student Center policies as required*
- Problem Solving – deals with unforeseen situations professionally, is adaptable, flexible, and able to work under conditions of ambiguity, uses resources to generate possible solutions, and makes appropriate decisions by using their knowledge and resources.
 - *Makes self-directed and spontaneous decisions based off personal and positional knowledge base*
 - *Enforcement of Policies – Uses and enforces the rules and guidelines of the job, making appropriate exceptions when needed.*

Equity & Inclusion

- Values Diversity – shows respect for people whose backgrounds and perspectives are different than their own, recognizes and behaves respectfully when differences exist, and builds relationships with people whose backgrounds are different than their own.

Leadership

- Goal Oriented – demonstrates effective planning and visioning of the future and encourages self and others to accomplish goals.
- Empowerment – recognizes individual and group contributions, celebrates the accomplishments of the team and individuals, and encourages others.
- Enterprising – takes initiative, demonstrates willingness to think creatively, encourages evaluation of processes, and uses resources.
 - *Ensures uncompleted and/or urgent tasks are carried through without being prompted.*
 - *Uses role to enhance the SC by providing suggestions when appropriate*
 - *Able to stay on task and complete all requirements of the position without constant advisement and direction*
- Initiative – Ensures uncompleted and/or urgent tasks are carried through without being prompted.

Teamwork

- Collaboration – asks others for input and empowers others to act
- Group Participation
 - *Attends staff meetings and contributes to dialogue, supports others, and appropriately adapts behavior in response to team needs.*
 - *Is flexible and open to substitute shifts*
 - *Is available and participates in rotating weekend shifts*
 - *Contributes ideas for changes and improvements to the Student Center*
- Relationship Building – Builds relationships of trust and interdependence, relates well with team members of diverse backgrounds, interests, values, etc., and manages interpersonal conflict effectively.

Technology

- Email – *Initiates and follows through on communicating with customers regarding the retrieval process of their belongings from the Lost & Found.*
- *Proficient in utilizing Web Based Applications:*
 - *Cinefest daily activities tracking*
 - *Human Resources and Payroll/clocking in and out for your shift*
 - *Professional Development submissions*

Professionalism

- Accuracy – Makes minimal errors, is precise, and works within allotted time frame.
 - *Adheres to the schedule by starting each film on time*
 - *operates cash register to maintain daily ticket and concession sales, including daily opening and closing register procedures*
 - *Masters the operation of the platter system, projector film equipment, and digital projector, (e.g. loading and unloading the projector, ensuring proper focus, and lighting conditions and accurate sound, etc.)*
 - *Maintains a box office report that tracks daily attendance and sales*
 - *Accurately performs clerical tasks, special projects, and other duties assigned by the full-time staff of the Student Center*
- Attendance – Works during scheduled hours and arranges for a replacement when needed.
 - *Arrives on time for scheduled shift*
 - *Finds a replacement when unable to work scheduled shifts*
 - *Attends scheduled staff meetings and training sessions*
 - *Keeps supervisor(s) informed of changes in personal work schedule, training needs, and dates that you will be out-of-town/unable to work*
- Customer Satisfaction – Follows through with customers in order to meet their expectations for service and is persistent and creative in meeting customer needs.
 - *Promptly reports any customer service issues to management*
- Integrity
 - *Able to identify personal/professional values and belief systems*
 - *Demonstrates positive examples for the team and peers*
 - *Is honest with others, sets and adheres to high standards*

- Ownership – Makes appropriate decisions regarding behavior and actions, recognizes and accepts responsibility for their actions, manages time effectively, acts in a dependable manner, and fulfills job requirements completely.
 - o *Assists with programming by providing movie suggestions and speaking with management about special event ideas*
 - o *Uses role to enhance Cinefest and the Student Center by providing suggestions when appropriate*
 - o *Able to stay on task and complete all requirements of the position without constant advisement and direction*
 - o *Performs all duties of a Cinefest Attendant, as well as other duties requested by the Manager, and in their absence the Building Manager in charge*
 - o *Works toward balancing life, school, and work commitments well to perform optimally as a Student Center employee*
 - o *Meets with supervisor(s) periodically throughout the semester to discuss job performance and ideas for improving operations*
- Presentation
 - o *Presents a positive image and reflection of self and the Student Center*
 - o *Follows dress code, including a clean and professional appearance and wearing a nametag*

Minimum Skills and Qualifications

- Current Georgia State University Student (Undergraduate or Graduate)
- Ability to conduct self in a manner that creates a positive image of the Student Center and the University
- Ability to communicate with a firm-friendliness tone to enforce the rules and mission of the department and works efficiently and effectively with patrons and building staff
- Minimum 2.5 GPA and must remain in good academic standing

Preferred Skills and Qualifications

- Knowledge of film and related experience

Human Resource Details

Reports to the Cinefest Film Theatre Manager

Starting pay rate \$9.00 an hour with annual raises based on performance evaluations

Maximum of 20 hours per week

Available hours:

Fall & Spring Semester

Monday-Wednesday 2:30 – 11 p.m.

Thursday - Sunday As needed

Summer Semester

Monday - Wednesday 1 p.m. – 6 p.m.

Thursday - Sunday As needed

Hours may vary due to holidays, special events, or weather