

<b>Title:</b>	<b>Customer Service Associate</b>
<b>Reports To:</b>	<b>Director of Movie Operations</b>
<b>FLSA Status:</b>	<b>Nonexempt: Part-Time, Hourly</b>

**Overview:**

The Customer Service Associate is responsible for providing the highest standards of service to customers including greeting customers, maintaining concessions with accuracy and efficiency, answering customer's questions, and always maintaining a positive attitude.

**Essential Duties and Responsibilities (Note: Other duties may be assigned)**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- Maintains cash and cash register controls, as well as completes end of shift paperwork for box office and concession sales.
- Greets customers with a pleasant attitude and assists with customer needs promptly.
- Sells tickets for movie presentations.
- Fills ice container at concession stand prior to show sales.
- Stocks concessions at the beginning and end of each shift.
- Maintains accuracy and efficiency with box office and concession sales.
- Maintains clean service areas.
- Practices food safety and sanitation guidelines at all times.
- Answers incoming phone calls and ascertains what the caller needs and assists them as needed.
- Communicates and interacts with staff members as needed to complete assignments.
- Assists Operating Manager with any tasks as needed.

*Responsibilities are subject to change and increase as the position evolves.*

**Knowledge, Skills and Abilities**

*The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- **Adaptable and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear communication and in building relationships.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

### Education and/or Experience

High school equivalent is preferred but not necessary.

### Environment and Physical Demands

*The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- Constant walking and standing; frequent bending, stooping, and reaching.
- Occasionally move/transport food service items and small kitchen equipment weighing up to 50 lbs. with the ability to push or pull more than 50 lbs.
- Ability to work in a fast-paced environment.
- Strong sensory skills, such as good eyesight, good hearing, and dexterity.

### Other Requirements

Position requires evening and weekend hours.