

Shift Manager / Bartender

REPORTS TO: Theater Manager

EFFECTIVE: 04/19/2024 **UPDATED:** 04/19/2024

SUMMARY:

The Shift Manager/Bartender of the Holdrege Sun Theater and Event Venue is responsible for managing the theater during a shift and selling/serving alcoholic beverages. Shift Manager/Bartender will perform managerial duties including: opening and closing duties for the theater, managing Concession Counter Attendants during shift, and running the projector system and AV equipment for movies.

Shift Manager/Bartender will provide excellent guest service and will adhere to safety and sanitation guidelines, and company values, in order to provide exceptional quality of service to all Holdrege Sun Theater and Event Venue guests. Compliance with rules and regulations of all applicable federal, state, and local laws, as well as Holdrege Sun Theater and Event Venue policies, is a condition of employment.

ESSENTIAL FUNCTIONS:

Incumbent must have the skills, ability and judgment to perform the following essential job duties and responsibilities with or without reasonable accommodation:

1. Exhibit excellent guest service skills. Including resolving guest questions, concerns, and issues.
2. Present a calm demeanor that deters others from engaging in disruptive conduct, while encouraging positive interactions with guests.
3. Check and scan identification of all guests purchasing alcoholic beverages.
4. Give a wristband for all guests over 21 purchasing alcoholic beverages.
5. Stock alcoholic beverages nightly.
6. Follow all procedures to ensure a safe work environment, as well as the safety of the guests.
7. Inspects teammates work for quality, service, and conformance to standards, policies, and procedures for food storage, preparation, bar services, sanitation, and employee safety.
8. Provides real time feedback and coaching to staff, defuses any workplace issues, documents disciplinary encounters and communicates all situations with the Theater Manager.

9. Pull and count cash, cash equivalents, and coupons from individual drawer and enter results into Ready Theater Systems point-of-sale system and balances per fiscal requirements.
10. Follow guidance on safe use of all chemical/cleaning materials.
11. Adhere to all Nebraska Liquor License Commission rules, regulations, and laws.
12. Maintain regular personal attendance for all scheduled shifts.
13. Shift Manager/Bartender duties will include running projector and AV equipment, sales at concessions counter, guest services, opening and closing duties of theater, and completing/sending End of Day Reports.
14. Assist with other theater functions and perform other duties as directed by Theater Manager.
15. Attend quarterly team meetings and Shift Manager Meetings.

SUPERVISORY RESPONSIBILITIES:

1. Directly manages Concession Counter Attendants during working shifts.
2. Report to Theater Manager with any issues.
3. Hold and maintain theater Values at all times during a working shift.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; taste or smell. The employee frequently is required to talk and hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employees frequently work near moving mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The employee occasionally works with explosive, toxic or caustic chemicals. The noise level in the work environment is usually moderate.



REQUIREMENTS:

1. High School Diploma or General Education Degree (G.E.D.).
2. Previous bartending and/or supervisory experience of 1-2 years in guest services preferred.
3. Must be 19 years old or older per Nebraska Liquor Control Commission Laws to solely supervise staff and act as representative for the Manager on the Holdrege Sun Theater and Event Venue Liquor License.
4. Must pass a background check prior to employment.
5. Must complete Alcohol Server/Seller and Food Safety training upon being officially hired.

REFERENCES:

https://www.nebraska.gov/rules-and-regs/regsearch/Rules/Liquor_Control_Commission/Title-237.pdf