

Gateway Film Center

Job Description – **Manager of Guest Experience**

Position Overview

The Manager of Guest Experience is responsible for executing strategic and tactical plans designed to: support the Gateway Film Center mission, achieve budgeted goals, capitalize on market opportunities, generate demand for film center offerings, help film center staff learn new skills, and manage expenses. The Manager of Guest Experience must be a positive leader, living the film center values while helping to achieve the Gateway Film Center mission. The Manager of Guest Experience will be part of an integrated department that builds brand awareness and reputation through ensuring the highest of service standards are maintained while supporting the other departments of Gateway Film Center.

Internal and External Responsibilities

Achieving Goals

- The Manager of Guest Experience will collaborate with the President and the Director of Business and Finance to execute strategic and tactical plans that promote the mission of Gateway Film Center and achieve budgeted goals.
- Ensure guest experience tactics are in place to expand and grow the Gateway Film Center audience.
- Responsible for project management, execution and timely delivery of guest experience tactics and collateral.
- Communicate effectively and provide, in a timely and accurate manner, all information necessary for the team to function properly and to make informed decisions.
- Deliver regular updates to the team regarding Gateway Film Center's achievement of financial and guest experience objectives.

Organizational Leadership

- Provide positive leadership and coaching to staff and ensure activities are aligned with the mission and the strategic direction of Gateway Film Center.
- Facilitate cross-departmental collaboration and strengthen internal communications with staff throughout the organization; promote a positive, mission-driven, multicultural work environment.
- Support both the management of a professional, efficient organization and operational processes that will enable Gateway Film Center to achieve its objectives.
- Investigate new business opportunities, assist in the decision-making process and effectively articulate the benefits and outcomes to the film center team.

Financial Management

- Assist in the execution of strategic and long- and short-range financial plans to ensure the success and long-term sustainability of Gateway Film Center.
- Ensure that the budget and financial goals are adequately benchmarked against actual results.

Community Relations and Fundraising

- Serve as a Gateway Film Center representative to the organization's constituents, staff and the general public.
- Manage, as directed, special event activities for Gateway Film Center renters, staff and membership.
- Enhance the image of Gateway Film Center by, as directed, being active and visible in the community and by working closely with and developing relationships with corporate, civic and arts leaders.
- Establish and maintain relationships with vendors and partners, both locally and nationally, and utilize those relationships to strategically enhance Gateway Film Center's Mission.
- Assist in the execution of fundraising programs and initiatives for corporate, government, and individual donors.

Guest Experience

- Ensure the execution of comprehensive guest experience strategies that will promote the activities and programs of Gateway Film Center and maximize long-term revenue potential consistent with the organizational mission.
- Take a leadership role in the planning, preparation and execution of all film center events.
- Assist in the continued training and development of film center associates.
- Assist in the delivery of high quality and innovative programming that meets the needs and desires of the communities Gateway Film Center serves.
- Communicate regularly with the team, sharing the film center's mission, values and results.

Reports to

Director of Business and Finance

Minimum requirements

- Undergraduate degree preferred
- 2-3 years of experience in leadership or supervisory role

Send cover letter and resume to dcraig@gatewayfilmcenter.org