

## **Gateway Film Center**

### **Job Description – Facility Operations Associate**

#### **Position Overview**

The Facility Operations Associate is responsible for the execution of tactical plans designed to: support the Gateway Film Center mission, achieve facility operations goals and standards, maintain equipment, meet cleanliness and organization standards, and help manage expenses. The Facility Operations Associate must be a positive leader, living the film center values while helping to achieve the Gateway Film Center mission. The Facility Operations Associate will be part of an integrated, multi-faceted department that builds brand reputation through connections with the film center audience while supporting the other departments of Gateway Film Center.

#### **Internal and External Responsibilities**

##### **Achieving Goals**

- The Facility Operations Associate will collaborate with the Manager of Facility Operations, the supervisors of Food & Beverage, Guest Experience, & Technical Services the Manager of Guest Experience and the Director of Business and Finance, to help execute tactical plans that promote the mission of Gateway Film Center.
- Ensure facility operations tactics are in place to ensure cleanliness and operating efficiencies of the center. Responsible for execution and timely delivery of facility operations tactics. 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 guest feedback updates to the team, to share and address service challenges, wins, and areas for improvement.

##### **Organizational Leadership**

- Provide positive leadership example to fellow staff and ensure daily 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 the management of a professional organization and operational processes that will enable Gateway Film Center to achieve its objectives.

##### **Financial Management**

- Assist in the execution of strategic and long- and short-range financial plans to ensure the financial success and long-term financial sustainability of Gateway Film Center

##### **Community Relations and Fundraising**

- Serve as a Gateway Film Center representative to the organization's constituents, staff and the general public.
- Support, as directed, special events for Gateway Film Center renters, staff and membership.
- Enhance the image of Gateway Film Center by being active and visible in the community and by participating in and developing relationships with corporate, civic and arts organizations.
- Maintain positive relationships with vendors and partners, both locally and nationally.
- Support the execution of fundraising programs and initiatives for corporate, government, and individual donors.

##### **Guest Experience**

- Ensure the execution of comprehensive facility operations strategies that will promote the activities and programs of Gateway Film Center and maximize long-term revenue potential consistent with the organizational mission.
- Assist in the preparation and execution of all film center events.
- Assist in the continued training and development of film center associates.
- Communicate regularly with the team, sharing the film center's mission, values and results.

#### **Reports to**

Manager of Facility Operations