



The Honeywell Foundation Job Description

Job Title: Eagles Theatre Customer Service Associate
Reports to: Eagles Theatre Operating Manager
FSLA Status: Hourly

Summary

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 maintaining a positive attitude at all times.

Essential Duties And Responsibilities

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

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications

- Attention to detail
- Energetic and self starter
- Thrives in a team oriented environment
- Enjoys interacting with public
- Basic math skills and ability to handle money
- Ability to work rapidly and calmly during rush periods
- Ability to follow written and verbal instructions and take direction from supervisor



Education And/Or Experience

High school equivalent is preferred but not necessary. Must have the ability to speak, read, and write English.

Physical Demands

Candidate must be able to perform all the essential duties and responsibilities. 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 use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee frequently is required to walk and stand for long periods of time. The employee must be able to stoop, occasionally lift and/or carry food service items and small kitchen equipment that might weigh up to 10 pounds.

Other Requirements

Position may require overtime including evening and weekend hours.

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