

## **Gateway Film Center**

### **Job Description – Product Coordinator**

#### **Position Overview:**

The Product Coordinator is responsible for executing tactical plans designed to support the Gateway Film Center mission and help Service and Experience Associates successfully serve patrons in each of the Film Center's three food and beverage concepts: Craft Services, The Festival Lounge, and The Torpedo Room. Additionally, this individual will create and submit for approval Film Center food and drink menus (including seasonal food and drink specials); organize, document, and train Service and Experience associates on proper food and drink recipes, preparation, and service; work to keep all food and beverage areas clean and organized at all times; assist in the counting of inventory, the ordering of products, and proper storage; provide data entry and general accounting support; assist in the onboarding and training of associates, and help to manage inventory, margins, and expenses.

The Product Coordinator will help build brand reputation and advance the Center's culture by maintaining the highest of service standards and consistently exhibiting the Film Center values.

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

##### Achieving Goals

- Ensure patron experience tactics are in place to expand and grow the Center's patronage.
- Ensure audit and inventory requirements are maintained at all times.
- Be a leader in ensuring food and equipment safety requirements are maintained at all times.
- Communicate effectively and provide, in a timely and accurate manner, all information necessary for the team to function properly and to make informed decisions.

##### Organizational Leadership

- Facilitate cross-departmental collaboration and strengthen internal communications with teammates 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.

##### Community Relations and Fundraising

- Serve as a Gateway Film Center representative to the organization's constituents, staff, and the community.
- Manage, as directed, special event activities for Gateway Film Center partners, staff and membership.
- Assist in the execution of fundraising programs and initiatives for corporate, government, and individual donors.

##### Patron Experience

- Ensure the execution of comprehensive hospitality strategies that support the activities and programs of Gateway Film Center.
- 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.

#### **Essential items for success in this role**

- **Being prepared.** Spend the right amount of time preparing for each and every duty and set yourself (and your co-workers) up for success. Ask for what you need - offer what you can - be curious.
- **Being on time.** Being on time is a clear indication of discipline and respect for others and for yourself. It is a requirement of your continued employment at the Center.
- **Doing the right work.** Your job is important. Do that work, not the work of others. When are you not sure what that work is - be curious - ask someone. Do not find yourself doing nothing or waiting to react to the requirements of someone else.
- **Arriving in the approved dress code.** Don't wait to be told you are not in dress code - just be in the proper dress.
- **Being coachable.** For the Film Center mission to be achieved, all associates need to embody a spirit of growth, learning, and improvement. You should plan to be coached, and be coachable, during your time as an associate.
- **Returning phone calls and emails promptly.** Business related phone calls and e-mails should be returned immediately but no more than one business day should pass without a response. If time (or information) doesn't allow for this -

communicate this to the person waiting on your response and let them know when they should expect to hear from you.

- **Treating your co-workers as your customers.** By treating your co-workers as if they were your customers, you are telling them that their experiences are important to you, and that you respect them. Applying the same principles of listening, empathy, kindness, product knowledge, positive language and time management that we should apply to our visitors, reflects the correct values of the Center.
- **Speaking well of the Center and your teammates.** Common courtesies should be extended to our guests and your fellow associates. *This practice is a requirement of your employment.* If you see things at the Center that are not up to standard you should take action to correct these. If you are unsure how to do this please ask your manager. In all cases, a positive approach should be maintained.

**Associates must be positive leaders, living the Gateway Film Center values while working to achieve the mission of the Center.**

**Reports to**  
Manager of Communications