

JOB DESCRIPTION – PART TIME CONCESSION STAND LEAD (FOOD & BEVERAGE)



SUMMARY

The Concession Supervisor is responsible for overseeing the operation of an assigned concessions stand or area, supervises concession stand attendants, non-profit volunteers and third party contractors. Maintains excellent guest services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Inspects all stands and portables in the assigned area.
2. Ensures that all equipment is set up properly and operating efficiently and accurately.
3. Ensures all stands, portable carts and surrounding areas remain clean, sanitized and safe.
4. Analyzes and resolves all problems with workers, guests and the operation with the assistance of management.
5. Ensures all associates cash out following cash handling process; investigates "over and shorts" with stand leaders and volunteer groups and third party contractors.
6. Adheres to and enforces inventory and labor control measures.
7. Performs opening and closing procedures for assigned area.
8. Assists stand attendants in serving guests as business levels demands.
9. Assists management in performing inventory counts.
10. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

1. Supervises and coordinates activities of concession stand attendants on a per-shift basis counseling and enforcing work procedures and service standards.
2. Observes, evaluates and documents job performance of stand attendants, stand preps, runners and assists with stand personnel performance.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Must be available to work primarily nights and weekends, and occasionally holidays.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Customer service and supervisory experience desired.
3. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management for business contact purposes.
2. Must be able to successfully complete training to be ServSafe certified through the National Restaurant Association.
3. Must be able to be T.I.P.S. trained through a venue approved vendor.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to deal effectively and courteously with the general public.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

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3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

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 position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and 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.

1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.
2. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.
3. The noise level in the work environment is usually moderate.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.