

CONCESSIONS Manager, \$12
Independence Township Parks and Recreation
Job Expectations

Reports to: Parks and Recreation Director

Positions Reporting to this Position: Concession Stand Attendants

Hours

March-October. Some evenings and weekends.

Purpose

Under the supervision of Full-Time park staff, to manage operations of the Independence Township Parks and Recreation concessions stands and vending machines. The Concession Manager will be expected to provide excellent customer service for customers, sanitary conditions and an organized experience for staff.

Requirements

The individual must have (at minimum) a High School diploma, experience in food prep, sanitation and hygiene, cash handling experience, and experience in supervising and managing staff, as well as the ability to use computer software, such as MS excel. Must be Serve-Safe certified or obtain certification within 60 days.

This position requires stooping, lifting (up to 50 lbs), substantial standing and walking.

Responsibilities

- Operate a food/beverage concession stand operation within two locations of Clintonwood Park, including opening and closing for the seasons. The concession stands are seasonal facilities, April-October. Concession stands will be closed if games are cancelled due to inclement weather.
- Have superb knowledge and understanding of all Oakland County Health Department rules and regulations.
- Establish menu and pricing for the season. Work with vendors, preferably local vendors when costs are comparable, to order and stock food service items. Maintain and document sufficient inventory.
- Have good food/beverage presentation. Maintain up-to-date signage. Must keep a professional image at all times.
- Work within a given budget and have good record keeping.
- Maintain accurate cash handling procedures at all times.
- Keep equipment inventory and maintenance logs.
- Be present during concession stand inspections by Oakland County Health Department.
- Keep a clean and organized concession stand, including storage spaces. Maintain high sanitation/hygiene expectations that meet or exceed Oakland County Health Department standards.
- Exhibit a high degree of customer service skills and positive attitude with staff and customers at all times.
- Must be neat in appearance and in Parks and Recreation uniform while interacting with customers.

Staff

- Hire, instruct and train staff in food/beverage operations.
- Secure proper hire-in forms, including availability, for each concession attendant prior to first scheduled date of work.
- Generate and communicate work schedules for all concession attendants and provide office (park, seniors and recreation) with schedules in a timely fashion. Work with Recreation and Park staff to ensure concessions are open during park activities.
- Supervise and evaluate staff on a regular basis.
- Payroll will be due according to the schedule provided.

Training

- Attend Training Meeting and Orientation.
- Review (and document) with Concession Stand Attendants expectations on the following:
 - a. Customer Service
 - b. Stocking and restocking
 - c. Proper Food Handling
 - d. Cash Management
 - e. Sanitary and Hygiene
 - f. Opening, Closing, Maintenance
 - g. The Department's Handbook, including: uniform policies, attendance, missing persons, emergency response and severe weather procedures.
- Conduct all staff training meetings as well as bi-weekly meetings throughout the season.

Communication

- Communicate with Parks and Recreation Director on a weekly basis.
- Check voice mail and/or email daily.
- Be visible and "active" during operational hours when possible.
- Establish communication process with staff.
- Be approachable.
- Provide Parks and Recreation Director concession inventory records and revenue/expense reports.