

JOB DESCRIPTION

Concessions Manager



Facility Name:	FORD CENTER
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JOB INFORMATION

Job Title:	CONCESSIONS MANAGER	Department:	FOOD AND BEVERAGE
Reports To:	BERNIE BILENKI	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	FOOD AND BEVERAGE DEPARTMENT	Date Prepared:	NOVEMBER 2022
Approved By:	FOOD AND BEVERAGE DEPARTMENT	Approved Date:	NOVEMBER 2022

SUMMARY

The Concessions Manager is responsible for all food and beverage offered for cash sales; inventory management of all foods, beverages, and foodservice related supplies and equipment; coordinates activities of and directs training of all foodservice employees in concessions, and warehousing insuring an efficient, timely, sanitary, and profitable foodservice operation that consistently is recognized by the facility's users as delivering the highest service levels while generating maximum cash sales, and by performing the following duties personally or through subordinate managers and supervisors.

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

1. Determines, establishes, and implements service standards for all cash sales services.
2. Assists in menu and service planning and reviews upcoming event information to determine point of sale to be operated, making every effort to increase sales, assure operational efficiency potentials are realized, product availability is maximized, waste and pilferage is minimized, and cash handling and inventory controls are strictly adhered to.
3. Plans, directs, and oversees all setup, stocking, and preparation for cash sales events for the facility assuring complete details of services to be offered are communicated through all departments in a timely and effective manner. The Concessions Manager must be able to personally perform each duty that would be assigned to all employees working in the areas of concessions, warehouse, and associated supervisory personnel.
4. Determines, establishes, and implements policies, procedures, and training to assure all cash services and warehouse/storage operations adhere to all local, state, and/or federal guidelines at all times.
5. Assures all foodservice equipment is maintained in a clean, sanitary, organized, and operational manner, assuring that it is set up in a proper and timely fashion, and likewise removed from areas promptly, as appropriate.
6. Requisitions supplies needed and assures all department related orders and deliveries are received properly in the quantities and at the prices ordered.
7. Availability to work nights and weekends as needed to facilitate supervisory responsibilities.
8. Attendance during regularly scheduled hours

SUPERVISORY RESPONSIBILITIES

The Concessions Manager is responsible for the overall direction, coordination, and evaluation of the Food and Beverage unit. This person carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training and supervising employees including non-profit groups; assigning and directing work and work locations;

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appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility 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.

EDUCATION and/or EXPERIENCE

1. High school diploma required; college degree preferred. Minimum two years of cash food and beverage service management in a similar high volume foodservice operation is preferred.
2. Experience working in a computer network environment utilizing Microsoft Word and Excel programs.
3. Knowledge of supervisory principles and practices.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicants must possess a current valid driver's license and a vehicle that can be accessed for work purposes and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Current certifications and licenses required by local, state, and/or Federal guidelines for food production management.
3. Ability to be ServSafe certified through the National Restaurant Association.

LANGUAGE SKILLS

1. Ability to communicate effectively orally and electronically.
2. Ability to read and comprehend instructions, correspondence, and memos.
3. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations.
4. Ability to write reports, business correspondence, and procedure manuals.
5. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
6. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
2. Ability to apply concepts of math on an Excel spreadsheet, calculator, ten key adding machine, or cash register such as discounts, interest, commissions, proportions and percentage.
3. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions, and decimals; applying concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to apply previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts in order to understand the whole; ability to recognize casual relationships, ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on level of priority or urgency.

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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 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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
2. The employee is occasionally required to stand for long periods and walk distances.
3. The employee must regularly lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close 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 moving mechanical parts and risk of electrical shock; wet and/or humid conditions and extreme heat and cold.
2. The noise level in the work environment is usually moderate but is occasionally loud.

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.

Employee Signature:		Date:	
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