



# JOB DESCRIPTION

## CONCESSION MANAGER

<b>Department:</b>	Parks and Recreation	<b>Classification/FLSA:</b>	Part Time, Non- Exempt
<b>Location:</b>	Lincoln Center	<b>Reports To:</b>	Recreation Superintendent and Athletics Program Manager
<b>Supervises:</b>	Cashier/Concession Workers	<b>Salary Range:</b>	\$11.00 - \$17.00
<b>Benefits:</b>	Per City Handbook	<b>Travel:</b>	As needed
<b>Date Written/Revised:</b> 2/06/2020; 2/10/2022			

### POSITION SUMMARY

Under general supervision of the Parks & Recreation Director, Recreation Superintendent, and Athletics Program Manager; responsible for concession and staff operations in the Don Gutteridge, Jaycee and Deramus Ball Field Concessions in addition to concession operations at the Kiddieland and Aquatic Center concessions.

### DUTIES AND RESPONSIBILITIES

- Responsible for overall coordination and implementation of concession operations;
- Hire, manage and direct the work of approximately 15 part-time seasonal employees at the Ball Field Concession Stands;
- Develop, implement, evaluate and provide training on policies and procedures, emergency action plans, standard operating and safety procedures, and facility improvement plans ensuring a safe, quality service to public and staff;
- Responsible for employee training in customer service, safety, food handling, and sanitation procedures;
- Responsible for safe food preparation, cooking methods and techniques required by the State of Kansas Department of Agriculture – Food Safety & Lodging Division;
- Ensure concession areas are maintained in an orderly, clean and sanitary condition at all time and in compliance with the State of Kansas Agriculture Department; communicate issues/needs to Recreation Superintendent;
- Responsible for general overall inventory, determining needs, pricing, product monitoring, and updates for all sites in department point-of-sale operating software (RecTrac);
- Ordering, receiving, stocking, and tracking all items sold as needed, e.g. beverages, candy, chips, snacks, etc. in addition to cleaning supplies as needed;
- Perform audits of concession inventory and report any discrepancies;

## CONCESSION MANAGER continued

### DUTIES AND RESPONSIBILITIES continued

- Assist with start-up and closing procedures, ensuring that facilities are prepared to be opened and closed on time;
- Monitors money and follows proper cash handling transaction procedures;
- Operate a point-of-sale system;
- Monitor the sales of products and make recommendations to increase the effectiveness of the operation, including fees;
- Research competitive local pricing and communicate with vendors;
- Reviews, approves and processes timesheets in a timely manner for ball field concession and gate worker staff;
- Communicates with Operations/Program manager on a regular basis to coordinate services and scheduling;
- Assist with cleaning of equipment and concession facilities;
- Responds to concerns or suggestions regarding concessions;
- Responsible for record keeping per each site;
- Prepare accurate and timely reporting of daily sales;
- Prepare and submit departmental financial/budget reports for concession revenues and expenses;
- Must have great customer service skills in dealing with the general public on a daily basis;
- Regular and consistent attendance at work and the ability to get along with public, supervisors and co-workers are essential elements of this position;
- Other duties may include food preparation for summer camp program and senior citizens club program with potential of other additional programs as deemed fit;
- All others duties assigned by Director and/or Recreation Superintendent.

### POSITION COMPETENCIES

- Work varied combination of shifts including days, nights and weekends;
- Ability to maintain regular attendance and punctuality;
- Ability to work with customers and staff to maintain a positive environment;
- Ability to proficiently use Microsoft Office Suite with high volume use in Publisher, Word and Excel;
- Ability to understand, follow and carry out oral and written instructions;
- Ability to effectively communicate, both verbally and written;
- Ability to multi-task, problem solve and make sound decisions;
- Ability to work unsupervised and to supervise others;
- Ability to direct, schedule, coach, support and delegate work tasks to all ages;
- Ability to establish and maintain effective working relationships with supervisors, employees, other agencies and the public;
- Demonstrate ability to provide quality, courteous customer service;
- Must have a valid Kansas Motor Vehicle Operator's License;
- CPR and First Aid certification required within 45 days of being hired and must be maintained;

**CONCESSION MANAGER continued**

**EDUCATION**

High school diploma or GED equivalent; 1-2 years supervisory-level experience in food service, concession management or a related area preferred; one year supervisory experience required; equivalent combination of education and experience may be considered

**WORK REQUIREMENTS**

Frequently required to walk, stand, sit, talk and hear. The employee is required to use hands and fingers, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 50 pounds and must occasionally lift and/or move up to 100 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally exposed to wet, cold and/or humid conditions, fumes, toxic or caustic chemicals. The noise level in the work environment is usually quiet while in the office, or moderately noisy when in the field.