



**Job Title: Concessions Supervisor**

**Department:** Kendrick Park Ice Cream Stand & Sports Concessions

**Job Type:** Full-time/Seasonal – 40 hours per week

**Benefits:** This is a non-benefited position

**Pay Rate:** \$17-\$20/hour.

**Supervisor:** Recreation Manager

Specifications are intended to present a descriptive list of the range of duties performed by employees in the class. They do not reflect all duties performed within the job.

### **ESSENTIAL JOB DUTIES**

The Concessions supervisor of the Kendrick Park Ice Cream Stand and sports fields concessions play a critical role in overseeing both the customer-facing, behind-the-scenes operations and supervisory duties, to create a successful and enjoyable environment for customers and staff alike. As the concessions supervisor, you are responsible for supervising and overseeing all concessions and ice cream staff and operations.

### **JOB DUTIES/TASKS**

- Ensure high levels of customer satisfaction and address customer inquiries, concerns, and feedback.
- Monitor and manage inventory levels and be hyper-aware of all things happening in the stands.
- Ability to take, remember, and execute orders quickly.
- Oversee attendants and shift managers and make helpful suggestions, corrections, and improvements.
- Required to speak, act, and address performance issues with staff or issues with customers. Promptly contact the Recreation Manager when needed.
- Address and resolve operational challenges
- Ensure that all equipment, including freezers and serving tools, are properly maintained and in good working order.
- Ensure the quality and consistency of concessions products.
- Ability to open and close ice cream stand
- Supervisor may be scheduled shifts to cover or if we need staffing help.
- Monitor inventory daily and record appropriately.
- Ability to communicate with the Recreation Manager on inventory needs.
- Purchase select items at locations based on inventory needs.
- Ability to work evenings and weekends as needed
- Help organize and schedule staff at all locations
- Enforce concessions handbook and work policies
- Other duties as assigned by the Recreation Manager



### **SUPERVISORY RESPONSIBILITIES**

- Concession supervisor will be responsible for daily operations and oversight of ice cream stand managers attendants and sports concession attendants.

### **WORKING CONDITIONS**

- Lively and cheerful
- Indoor but windows are left open during all shifts, therefore summer heat can affect the temperature inside the stand.
- Must be prepared to stand for long periods while in the heat sometimes
- As a supervisor you will have more flexible shifts to cover available shifts and close the stand.
- In constant contact with the public

### **MINIMUM QUALIFICATIONS**

- Must be 18 years old
- Any combination of training and experience with concessions is preferred.
- Experience working at the Kendrick Park Ice Cream Stand or food service is preferred.
- Ability to lift a minimum of 30 pounds or heavier lifting with other employees.
- Ability to effectively communicate.
- Ability to open and close the stand
- Experience in point of sale and cash handling preferred.