

Missoula Area Youth Hockey Association

Job Description

Position: **CONCESSION SUPERVISOR**

Status: Part-time, seasonal non-exempt position (late-August through early-June)

Supervises: Seasonal rink attendants and volunteers

Schedule: Average of 15-20 hours per week, with additional hours during the peak winter season (November-March). Includes evenings, weekends and holidays.

POSITION OVERVIEW

The Concession Supervisor provides an enjoyable experience for Glacier Ice Rink patrons through the delivery of quality snack food items and exceptional customer service. The supervisor oversees the operation of the concession stand, with an emphasis on profitability. Monitors and orders inventory; hires, trains and schedules seasonal rink attendants and volunteers and serves as the manager-on-duty in absence of other managers. Resolves patron and staff issues as necessary, while maintaining a helpful, professional demeanor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Concession Operations

- Prepares and serves basic concession food including packaged items, hot dogs, nachos, drinks, etc. while adhering to proper health codes.
- Rings orders into cash register and processes payments. Works with Accounts Manager to set and ensure compliance of cash handling policies and procedures among staff.
- Monitors concession inventory and orders product on regular basis to ensure adequate selection and quantities. Establishes and enforces process to ensure inventory waste and shrinkage is minimized.
- Develops new ideas and promotions to increase revenue, especially during junior hockey games and youth hockey tournaments.
- Develops and maintains relationships with food service vendors.
- Oversees operation of food service equipment such as pizza oven, drink machines, pretzel warmer, etc. Works with vendors or Maintenance Supervisor to fix problems.
- Maintains knowledge of health codes and trains staff on proper health procedures.
- Maintains clean and sanitary kitchen and eating areas at all times and ensures entire area is properly cleaned at end of day.
- Helps with birthday party execution, including room set-up, payment, food delivery and room clean-up as needed.
- Manages vending machines when concession stand is closed.

Personnel Management

- Helps hire, train and supervise seasonal rink attendants and parent volunteers.
- Maintains regular communication with staff/volunteers and sets standards for exceptional customer service delivery.
- Develops weekly employee schedules that ensure adequate coverage while adhering to budget standards.

- Enforces staff personnel policies and works with supervisor to resolve personnel issues and conflicts.
- Schedules and conducts staff meetings and training classes as needed.

Other Duties and Responsibilities

- Serves as manager on duty in absence of other managers.
- Helps with Skate Shop operations as needed.
- Performs light custodial duties to maintain a clean facility.
- Maintains thorough knowledge of rink programs and provides information to patrons about rink activities. Ensures team members are adequately informed of rink activities.
- Performs other duties as assigned.

QUALIFICATIONS

- High school diploma or above.
- Strong leadership, time-management and communication skills.
- Two or more years of work experience, some supervisory experience desired.
- Knowledge of food-service operations preferred.
- Experience with standard computer programs and cash register operations.
- Ability to perform duties with limited supervision.
- Ability to work flexible schedule, including nights, weekends and holidays.
- Employment is contingent upon completing background check and SafeSport training through USA Hockey.

WORKING CONDITIONS:

This position involves sitting, standing, walking, stooping, lifting, carrying, pushing, and pulling. Work functions are performed on or around an ice surface which exposes the employee to cold temperatures. Job may require lifting 20-50 pounds.