

CITY OF PAPILLION

JOB DESCRIPTION

POSITION TITLE: Amphitheater Concessions Coordinator – Sumtur Amphitheater

REPORTS TO: Amphitheater Manager

SUPERVISES: Amphitheater Concession Staff

PURPOSE OF POSITION: Responsible for assisting in the management of the Sumtur Amphitheater concession stand to ensure the efficient provision of services to the community.

An incumbent will be required to work varied hours during the week including evenings and weekends.

The incumbent is responsible for directing concession staff in the duties of greeting patrons and guests in a friendly manner, preparing food and drink for patrons, accepting payment for food, alcohol and beverage sales at the amphitheater concession stands, keeping concession areas stocked and ready for immediate service and supervise clean up of all concession areas and patron food areas.

ESSENTIAL FUNCTIONS:

Supervises subordinate employees through various activities including but not limited to scheduling work, assigning work duties, monitoring job performances and recommending disciplinary actions.

Responsible for ensuring that quality and service standards are maintained through the operation of the amphitheater concession stand.

Trains staff and supervises the dispensation of alcoholic beverages in accordance to the Rules and Regulations of the Nebraska Liquor Control Commission as it applies to the Sumtur Amphitheater Class I Liquor License.

Trains concession staff on the distribution of food/beverages and the operation of various equipment, as needed.

Coordinates the staffing of the amphitheater concession stands with the Amphitheater Manager in order to ensure adequate coverage for events scheduled through the city's Recreation department; responsible for verifying attendance of staff and finding replacement staff, as needed.

Prepares amphitheater concessions stands for opening and closing by performing various activities including but not limited to painting, ordering and/or returning food supplies, cleaning, etc.

Manages the on-going operation and maintenance of concessions facilities and equipment and arranges for repairs to concession equipment and facilities.

Coordinates the amphitheater concession stand schedules with the Amphitheater Manager in accordance to the various activities and locations planned for recreation programs.

Develops concession menus; maintains an accurate inventory of food supplies and equipment; researches vendor prices and orders supplies as needed.

Receives, dates, stores and rotates supplies as they are delivered; ensures orders have been correctly filled and that supplies are in good condition.

Operates cash register, accepts payment and makes accurate change.

Ensures that proper inventory is maintained at each concession stand.

Responsible for various financial activities including by not limited to stocking registers with appropriate funds, balancing daily cash drawers, tracking revenues, submitting receipts and invoices to the Amphitheater Manager, and completing all necessary documentation according to rules and regulations.

Takes concession orders, prepares, stores and serves food in accordance with established health regulations; assists in maintaining order while individuals wait to purchase concessions.

Supervises general maintenance and repair to concession area, such as changing light bulbs, minor equipment repair, cleaning spills, removing trash, etc.

Supervises the cleaning and sanitation of all dishes, equipment, utensils, the concession stand and storage areas according to policies and procedures.

Operates various concession equipment, appliances and utensils; ensures that equipment and utensils are in proper working order.

Inspects and cleans concession stands, eating areas on a regular basis to maintain cleanliness and a hazard free environment; assists with performing various custodial duties such as sweeping, picking up trash and sanitizing.

Responsible for ensuring the compliance of departmental policies regarding hygiene, health, safety and sanitation procedures.

Attends weekly staff meetings and participates in employee training sessions as required.

Reports complaints, problems and needs concerning equipment and food supplies to the Amphitheater Manager such as defective, damaged or lost utensils, supplies and equipment, spoiled or unattractive food and menu complaints.

Responds to questions from the general public, handles inquiries and/or refers individuals to the supervisor for resolution.

Fills in for other employees as needed.

Establishes and maintains positive public relations with the general public, community groups and other employees.

Operates a City automobile in the performance of essential functions.

MARGINAL FUNCTIONS:

Performs other duties as directed by the Amphitheater Manager or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY:

Knowledge of and ability to manage and apply the skills and techniques utilized in preparation of food routinely sold at concession stands.

Knowledge of and ability to train personnel in the detection of health and safety hazards and to apply necessary precautions in food preparation and service as related to concessions and admissions.

Knowledge of and ability to train personnel in the dispensation of alcoholic beverages in accordance to the Rules and Regulations of the Nebraska Liquor Control Commission as it applies to the Sumtur Amphitheater Class I Liquor License.

Knowledge of and ability to utilize proper telephone etiquette.

Knowledge and ability to perform accurate mathematical calculations such as addition, subtraction, multiplication and division, using a calculator or manually.

Knowledge and ability to use standard PC computer programs such as Microsoft Word and Excel.

Ability to learn and enforce city rules and regulations regarding the operation of the facility.

Ability to learn and apply city policies regarding cleaning and sanitation procedures.

Ability to learn city policies and to apply when dealing with emergency situations and/or general inquiries from the public and/or other co-workers.

Ability to communicate and deal with the general public in a courteous and tactful manner.

Ability to accurately count money and distribute change to paying customers.

Ability to assign, direct and supervise the work of subordinates.

Ability to accurately prepare and maintain various documents, records, reports and correspondence in accordance with established procedures.

Ability to plan and organize a personal work schedule, set priorities and meet deadlines.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY (Continued):

Ability to perform job duties efficiently while managing frequent interruptions and/or dealing with stressful or potentially hazardous situations.

Ability to understand and follow both oral and written instructions.

Ability to communicate effectively, verbally and in writing, in English.

Ability to establish and maintain effective working relationships with the general public, other employees, and municipal officials.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

1. Must possess a valid drivers license at the time of hire.
2. Must be at least 21 years of age at the time of hire.
3. Experience in food management, preparation or food service, preferred.
4. Must have experience in handling money and financial accountability in a business environment.

