

ATHLETIC COMPLEX CONCESSION OPERATIONS LEAD

REPORTS TO:
Recreation & Community
Enrichment Director

EMPLOYMENT CATEGORY:
Part Time, Limited Term

GENERAL DESCRIPTION:

Under the direction of the Recreation & Community Enrichment Director, the Athletic Complex Concession Operations Manager is responsible for inventorying, sharing in shifts at the Athletic Complex concession stand during weekday evening games and tournament weekends. This position is an essential part of the operations of the Athletic Complex, helping to ensure that visitors to the park have the best experience possible.

HOURS:

Preseason (25-50 hours)

March and early April will have intermittent, flexible hours that consist of corresponding with event organizers, hiring and training staff, preparing concession operations.

High Season (150-200 hours)

April 15-August 1

Monday – Thursday; As Needed: 4:30 – 8:00 pm

Tournaments: As needed

- Friday 4:00 pm – 8:00 pm
- Saturday 7:00 am – 8:00 pm*
- Sunday 7:00 am – 8:00 pm*

**Shifts will vary between the hours posted above.*

Post Season (50-75 hours)

- Tournaments, as needed
- Post season clean up

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive; other duties may be required and assigned.

- Open/close concessions for tournaments and regular weekday games
- Inventory concessions
- Provide verbal and written reports to Recreation & Community Enrichment Director
- Make recommendations for effective, profitable, and safe concession operations
- Work at concession stand
- Enforce park rules
- Uphold Village brand through high level of customer service
- Attend to facility needs during tournaments
- Hire, schedule and assist in training concessions staff

- Perform concession scheduling
- Assist in resolving concerns, incidents, and complaints from participants and the general public
- Work with non-profits
- Communicating with Tournament Directors to understand tournament times/days/ to best meet their needs EXAMPLE: What time is play ending on Sunday to inform how long we should plan to staff?

QUALIFICATIONS NEEDED:

- Experience and comfort in money handling and running daily cash drawer reports
- Experience in creating staff schedules
- Experience in working with a wide variety of community non-profit organizations
- Ability to interact with the public in a positive and courteous manner
- Ability to walk, stand, bend and kneel for extended periods, lift heavy objects, and perform strenuous physical labor
- Ability to follow oral and written instructions
- Ability to work with and take direction from others on assigned projects
- Ability to enforce the rules of the facility to guests and event organizers, which at times may require direct, intentional communication
- High school graduate or equivalent
- Must possess a valid driver's license
- First Aid/CPR Certified or willing to obtain
- Certified Food Safety Manager or willing to obtain
- Required to pass a background check

WORKING CONDITIONS:

Work environment will be performed under a variety of weather conditions.

Pay:

Starting \$16

FLSA: Exempt

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The Village retains and reserves any and all rights to change, modify, amend, add or delete, from any section of this document as it deems, in its judgment, to be proper.

Formal application, rating of education and experience; oral interview and reference check, job related tests may be required.

The Village of DeForest is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.