

EPRD Concession Stand Manager Job Description *Summer 2024*

Position Title: Concession Stand Manager

This position is highly responsible and requires cleanliness, professionalism, accountability and customer service. The Concession Stand Manager is responsible for supervising concession stand staff. There are numerous duties that need to be done on a daily basis and some of them a number of times a day. There should be little “down time” if the job is done properly. We provide customer service to pool patrons, summer campers and park visitors as a whole.

Position Responsibilities:

- All jobs are considered seasonal and one-year positions.
- The schedule is a rotating schedule but there are times when due to weather conditions we close early or do not open. There are times when we have a high volume of people you may be asked to stay later or come in early. You generally will not work 40 hours but anything over 40 is not subject to overtime.
- Directly supervise concession stand attendants and maintain operation of concession stand.
- Create schedules with Assistant Director.
- Responsible for ensuring a clean and organized work space by following employee manual, trainings and providing direct supervision to concession stand attendants.
- Perform opening and closing checklists, depending on hours you are scheduled.
- Perform inventory and stock supplies in an organized and neat fashion multiples times per shift. Report inventory and needed supplies to Assistant Director. Forecast orders for low inventory.
- Balance cash registers at the beginning and at the close of each shift, depending on hours scheduled.
- Serving of ice cream is a key part of the job. It is very important that we strive to have a 4 oz scoop each time. Our pricing is based on this size. Hats are to be worn at all times and gloves when touching actual food.
- Recycling is very important to our department. We expect that all recyclables be brought out to the bins and not allowed to accumulate in the concession; as bins fill they should be brought to the dumpster and new ones moved in to its spot; as the truck empties these containers should be promptly brought back to the area.
- Provide professional customer service.
- Report safety concerns and complaints to concession manager and EPRD Assistant Director.
- Follow employee handbook, trainings and instruction from Assistant Director.
- Perform duties listed in our Emergency Action Plan when necessary.

Time Commitment:

20-40 hours per week, from June through August. Varied working hours, Monday-Sunday

Pay: \$18.00 - \$20.50 hourly, depending on qualifications.

Qualifications:

- Excellent customer service skills.
- Ability to remain calm and make appropriate decisions.
- Good cross-cultural communication skills and the ability to work with a diverse population.
- Ability to communicate effectively, both written and verbal.
- Ability to effectively communicate in both one on one and group settings.
- Must be able to work entire season and attend trainings (June through August 20).
- *Desired:* Experience working in food service industry and/or supervisory experience.
- Ability to frequently stand.
- Regularly lift, carry, push, pull, or otherwise move objects weighing up to 25 lbs.
- Basic math and accounting skills.

How to apply: Interested applicants are encouraged to review a detailed job description and application on our website exeternh.gov/recreation. Completed applications must be submitted to David Tovey at dtovey@exeternh.gov. Applications accepted until filled. The Town of Exeter is an Equal Opportunity Employer.