



Position Description: Concessions Assistant Lead

Position Title: Concessions Assistant Lead

Date: 2012

Department: Community Services

Division: Parks and Recreation

Accountable to: Recreation Supervisor

Primary Objective of Position:

To oversee the concessions operation at the Bloomington Family Aquatic Center to provide high quality customer service for patrons of the facility.

Essential Functions of the Position:

Program Responsibilities:

- Knowledge of daily operations for concessions
- Ability to communicate well with customers, staff, coordinators, and supervisor
- Proposed scheduling of concession staff
- Delegate tasks and follow up to make sure they were completed
- Coordinate personal schedule with Assistant Coordinators to provide adequate coverage
- Order product for concessions and record inventory in Rec Trac
- Complete the nightly reporting and money handling procedures
- Maintain adequate amounts of product and store properly
- Coordinate group scheduling for concessions when large groups arrive at the pool
- Process time off requests and shift changes of concessions staff
- Address employee issues in a timely manner and document – give copies to Recreation Supervisor for employee files
- Inventory control and reporting
- Set-up menu boards and displays
- Working with vendors – Vistar, Coke, First Line, Cintas, etc.
- Maintain a clean and orderly concessions area – Ready for inspections
- Make sure time cards are being filled out correctly and turned in on time
- Posting proper signage for upcoming events (e.g. swim meets or the closing of the facility)
- Maintaining a positive work environment that focuses on providing high quality service
- Attend “Lead” meetings as scheduled
- Communicate any staff scheduling changes to the Assistant Coordinator
- Plan and implement staff inservices and trainings

Program Evaluation:

- Prepare the end of season reports
- Provide patrons an opportunity to provide feedback

Staff Supervision

- Concessions Staff

Minimum Qualifications:

- 18 years of age
- Two or more years of customer service skills and cash handling procedures
- Two or more years of food handling experience

Desirable Qualifications:

- Food Handling Safety Training

Examples of Performance Criteria:

- The employee attended and participated in all staff orientation/training sessions and meetings
- The employee had a positive relationship with staff, coordinators, and supervisor
- The employee was able to demonstrate understanding of the Rec Trac software and nightly reporting
- The employee was able to come up with creative solutions to problems and delegate tasks
- The employee was able to provide a safe, fun and appropriate experience for all patrons of the facility