



POSITION DESCRIPTION

JOB TITLE: Concession Supervisor	COMPANY: SAVOR... SMG
DEPARTMENT: Food & Beverage	FACILITY: Mohegan Sun Arena @ Casey Plaza
REPORTS TO: Director of Food & Beverage	FLSA: HOURLY-NON EXEMPT

POSITION SUMMARY:

This position assists with the oversight of the concession stands during events.

POSITION RESPONSIBILITIES:

- Supervises concession operations and assists where needed before and on event day to ensure accurate staffing, production levels, quality control & timely service
- Oversees the opening and closing of the concession operation and reconciles inventory sheets and supporting paperwork for all events
- May handle cash sales and credit card transactions while maintaining accurate cash handling procedures at all times, ringing all sales into the register
- Verifies subcontractor beginning inventory counts
- Communicates to the warehouse any stock that is needed during the event and ensures proper transfer procedures
- Maintains cleanliness of concession areas and proper working order of concession equipment including safe operation of such equipment
- Assists in the training of concessions staff and nonprofit groups
- Assists in maintaining uniforms
- Position is very hands on with excessive interaction with staff and customers during events
- Performs other tasks as assigned

WORK CONTACTS:

Event day contact with the Director of Food and Beverage and/or Premium Services Manager and all other food and beverage employees and Arena staff.

SUPERVISORY RESPONSIBILITIES:

Supervises concession stand leaders, concession workers, cooks and non profit group volunteers.

PHYSICAL EFFORT:

This position requires some carrying, pushing, pulling, stooping and lifting. Substantial walking and manual dexterity to operate concessions & warehouse equipment is required along with computer knowledge.

WORKING CONDITIONS:

Works throughout the building.

QUALIFICATIONS:

- Must possess previous management or supervisory experience in a concessions or similar facility serving food & drink for large events
- Must possess excellent organizational, planning, communication and inter-personal skills, strong orientation to customer service, and strong basic math skills to accurately count inventory and handle money; must pass a Consumer Report background check
- Must possess the ability to meet required tasks & goals and be results oriented in undertaking and managing multiple tasks while paying close attention to detail and customer service
- Must possess computer skills and familiarity with POS systems
- ServeSafe certification helpful but not mandatory
- Must possess the ability to work hours as dictated by events
- Must possess the ability to work a flexible schedule to include days, nights, weekends, and holidays, work as a team, and have reliable transportation
- Must possess the ability to read, write, and communicate effectively in English
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

This job description portrays in general terms the type and level(s) of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. The company reserves the rights to modify, supplement, delete, or augment the duties and responsibilities specified in the position description, in the company's sole and absolute discretion. Duties other than those expressly specified may be assigned from time to time.

Recruiter: Jacqueline Belchick, HR Manager

Hiring Manager: Alexander Kovach, Director of Food and Beverage

Positions Available: 1

Opening Date: August 28, 2017

Closing Date: September 8, 2017

SMG is an Equal Opportunity Employer and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRA Federal Contractor

Applicants that need reasonable accommodations to complete the application process may contact Jacqueline Belchick at 570 970-3508.