

TOURNAMENT SITE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is a seasonal position located at Greenlight Networks Grand Slam Park. The incumbent performs various routine tasks associated with tournaments and activities at the park. The work is performed under the direct supervision of the Director of Parks and Recreation. Supervision is exercised over seasonal concession attendants and the concession stand. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates concession operations for tournaments and events;
Performs concession stand tasks such as selling food and beverages, and preparing food;
Uses a point of sales system and makes correct change;
Trains concession attendants on food handling, customer service, and cash handling procedures;
Ensures concession stand and equipment are clean, functioning properly, and well stocked;
Monitors inventory levels, orders stock, receives deliveries, and conducts inventory counts to maintain accurate stock;
Schedules and oversees seasonal concession stand attendants;
Sets up and closes concession stand before and after events, ensuring the proper cleaning and securing of equipment;
Resolves customer complaints and addresses operational problems promptly;
Monitors food safety and sanitation practices to ensure compliance with local health department regulations;
Maintains a pleasant and collaborative attitude towards customers, co-workers, and management;
Answers questions regarding general park information;
Coordinates on-site needs with tournament director, vendors, and staff;
Communicates with Park /Manager and parks staff as needed;
Communicate with surrounding facilities regarding usage and parking;
May perform routine custodial and maintenance tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working experience and knowledge of a concession stand, its needs and environment;
Working knowledge of basic arithmetic;
Ability to use judgment when stocking supplies;
Ability to use point of sales system and make correct change;

TOURNAMENT SITE SUPERVISOR-cont'd

Ability to communicate effectively both orally and in writing;
Ability to communicate effectively with the public;
Ability to work independently as well as a member of the team;
Ability to work in a fast-paced, high-volume environment;
Ability to stand/walk for long periods of time, in varying weather conditions;
Good problem solving skills, tact, courtesy, and good judgment;
Availability and willingness to work a flexible schedule, including weekends and holidays as assigned;
Attention to detail.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and two (2) seasons of concession stand experience.