



Oaks Park Birthday Party Supervisor Job Description

Reports to: Concessions Manager
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director, Operations Director, and Events Director

Position Summary:

As an Oaks Park Birthday Party Supervisor, you are responsible for creating Portland's best birthday party experience. You will need to be proactive with customers and staff members with excellent communication. You set the tone for guests which plan a party at Oaks Park through your positive, fun and upbeat attitude, while maintaining policies and procedures.

Essential Duties and Job Responsibilities:

- Pre-party Customer Contact to verify details and their event.
- Suggest add-on items or services to enhance the customer experience.
- Day-of Event Supervision.
- Party Check-in/Check-out.
- Collect payments and enter into POS.
- Collect party gifts, cake and store for retrieval by party host.
- Oversee party host(s) and mascot staff with event details.
- Oversee party food orders with kitchen staff.
- Ensure party announcements are made at the correct times.
- Maintain inventory for birthday party supplies.
- Enforce Birthday party package policies and operational procedures.
- Follow Oaks Park cash handling policies and procedures.
- Assist with training of new staff to ensure standard operating procedures are being followed.
- Maintain all safety standards.
- Inform Concessions Manager of any significant concerns and or problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 18 years old or older.
- High school diploma or GED.
- Able to obtain a food handlers card within 30 days of hire.
- Able to pass a drug and background check.

Knowledge, Skills and Abilities:

- Professional and courteous demeanor with excellent written and verbal communication skills.
- Strong computer and phone skills.
- Experience with Center Edge Software and a plus, but not required
- Experience with POS.
- Highly organized and logical thinker with ability to retain details.
- Experience with event production a plus, but not necessary.
- Experience with supervising staff a plus.
- Excellent multitasker and a good problem-solver.
- Cooperative with the ability to work independently and as part of a team.
- Enforce OPA policies and procedures while maintaining a friendly and courteous rapport with guests and coworkers.
- Able to respond appropriately to difficult guests.
- Flexible and enjoys working in a fast-paced environment.
- Ability to follow all safety practices, including proper food handling regulations.
- Excellent attendance and dependability.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to twist, bend, stoop, reach and or kneel.
- Able to lift up to 50 pounds in place or move across a distance.
- Able to stand for several hours at a time.

Schedule:

- MUST be available to work all shifts, days, evenings, weekends and holidays along with variable event hours.

Wage:

- This is a part time position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Wage is starting at \$15.25 per hour to \$18.25 per hour, doe.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug free workplace and pre-employment drug screen and background check are required.

Approved 2/17/2020