



Oaks Park Concessions Lead Job Description

Reports to: Concessions Supervisor, Manager, and or Food & Beverage Director
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director, and Food & Beverage Director

Position Summary:

As an Oaks Park Concession Lead, you will supervise concessions workers outside or in the roller rink as they prepare and sell food & beverages to guests. You would also be responsible for supervising, at times cooking, cleaning, and maintaining equipment in a fast-paced environment. You set the tone for each guest who visits Oaks Park through your attitude and assisting with keeping the food areas neat and looking great.

Essential Duties and Job Responsibilities:

- Supervising concessions workers as they:
- Welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall memory-making experience.
- Provide consistent, friendly, and helpful service to guests and coworkers.
- Complete pre-opening and or closing preparations.
- Take orders, relay food orders, run orders, prep, and cook as needed.
- Operate point of sale system to place orders, process payments, and make correct change
- Encourage sales when appropriate by suggesting items to guests.
- When cooking, do prep of needed items, cook a variety of quick-service foods, burgers, corn dogs, and fries as per all health standards.
- If cooking, acknowledge orders placed by cashiers, prepare food and inform cashiers when orders are ready.
- Assist with cleaning of food stands and seating areas during each shift.
- Perform in-depth cleaning duties at the beginning and at the end of each shift.
- Understand and follow all food safety procedures.
- Assist supervisor with employee work issues.
- Follow cash handling procedures as explained by the manager.
- Inform Director, Manager(s) on duty of any significant concerns and problems.
- Perform other work as assigned which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 16 years old or older.
- Supervisory experience preferred, but not necessary.

- Customer service experience.

Knowledge, Skills, and Abilities:

- Communicate and provide consistent, friendly, and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to difficult guests.
- Must be able to delegate tasks.
- Work in a fast pace environment.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to keep the team on task.

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 able flexible to work all shifts, days, evenings, weekends, and holidays. The park operates seasonally from March to the end of October. Starting 6 days a week in mid-June. Some shifts start as early as 8:00 am and may end as late as 1:00 am. The roller rink café operates year-round, 6 days a week. Some shifts may start as early as 6:00 am and may end as last as 2:00 am.

Wage:

- This is a part-time, potentially a seasonal 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 15.75 an hour, depending on experience.

Benefits:

- At Oaks Park, some amazing employee perks include 2 free department work shirts, free rides, and roller skating, discounts on food and in our gift shops, REAP card (while supplies last) which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

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.