



Concessions Manager Job Description

Reports to: Food and Beverage Director
FLSA: Exempt
Approved By: Chief Executive Officer, HR Director, Food and Beverage Director

Position Summary:

Responsible for assisting the Food & Beverage (F&B) director with planning, organizing, and maintaining operational excellence in the concessions Division. Responsible for total operations for concessions throughout all the park. Provide direct leadership to Senior Supervisors, Supervisors, and team members in concessions. Provide support and leadership in promoting operational excellence and team development—knowledge and compliance with industry, state, and local regulations.

Essential Duties and Job Responsibilities:

- Oversee and maintain the daily operation of park concessions, including food ordering and receiving, food stands, dining rooms, and restaurants.
- Maintain safety standards, cleanliness, coordinate cleaning projects, and operational status of food prep locations, food stands, restaurants, and employee-only areas.
- Assist in developing and implementing food programming, pricing, financial goals, and assisting with special events to contribute to the park's success.
- Order and maintain supplies, including all concession inventories, and ensure paperwork is completed and filed on time.
- Monitor equipment, supplies, and storage areas, including maintenance and inventory (e.g., keys, radios, cleaning supplies, food prep equipment, etc.).
- Maintain a relationship with designated vendors and keep inventory at proper levels.
- Communicate and follow up on maintenance issues related to concession areas.
- Assist and provide direct leadership in the development and training of staff to meet the highest standard of job performance and assist with food preparation.
- Identify and address departmental issues. Notify and work with appropriate team members or departments as necessary.
- Promote guest satisfaction through guest interaction, team member efficiency, and area cleanliness.
- Assist in application review, interviewing, and the hiring process.
- Ensure adequate staffing at all times.
- Terminate, retrain, discipline, and counsel team members as needed.
- Follow and enforce all park policies and safety procedures.

Requirements:

- Minimum of 3 years experience working full-time in a managerial role in the foodservice industry.
- Knowledge, training, and skills are required from all aspects of the foodservice industry.
- Certifications from ServSafe Manager and ServSafe Alcohol, or be able to obtain within 3 months of hire.
- Able to have Flexible availability, with the ability to work 40+ hours per week during daily operations, including evenings, weekends, and holidays.
- Have current food handlers card and OLCC permits.
- Must be 21 or older.

Knowledge, Skills, and Abilities:

- Ability to communicate professionally and courteously.
- Attention to detail and punctuality.
- Ability to consistently set a positive example and be a team player.
- Excellent organizational, planning, and recordkeeping skills.
- Ability to adapt and adjust to changes as needed.
- Self-starter.
- Ability to follow, execute operating all plans and safety protocols.
- Ability to maintain a high standard of food safety, guest service, and cleanliness and hold all team members accountable to this standard.

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.
- Able to walk for extended periods
- Able to tolerate extreme weather conditions

Wage:

- This is a full time, full year position (5 - 8 hour + days per week), and will be salary. Salary is \$22.00 to \$28.50 per hour, DOE.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food and in our gift shop, 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.