

# Full Job Description

## Overview:

The **Concessions Manager** (CM) is responsible for the effective management and running of venue concessions operations including event planning support, food preparation and production, inventory, cash control, compliance with alcohol service policies, cleaning, safety, guest service, employee/volunteer training and supervision, troubleshooting, closing duties, and any other tasks assigned by the GM. The Concessions Manager must provide a high level of event oversight, technical proficiency and operational/personnel support to ensure the smooth running of any assigned event.

The Concessions Manager will actively supervise, coach, counsel, direct, train and mentor employees in meeting company quality standards, and will independently initiate and authorize all employment actions such as hiring, termination, suspension, discipline, promotion and transfer. The Concessions Manager will provide oversight and resolution responsibility for employee performance issues. The Concessions Manager will actively and independently manage all aspects of employee relations to ensure a positive, harmonious, compliant and cooperative work environment.

This is a key position for the effective and profitable operation of the business. The employee must maintain excellent attendance and be available to work a variable event-driven schedule which to evenings and weekends. Open availability, professional presentation, outstanding interpersonal skills, self-direction and strong technical (computer and POS) aptitude required.

## Responsibilities:

- Responsible for managing, developing and mentoring a staff of part time concessions employees, including initiating employment actions such as hiring, firing and discipline. Responsible for completing documentation of employee performance and attendance issues in accordance with company policy and practice.
- Ensure proper set-up of all concessions locations prior to doors. Set-up duties may include (but are not limited to): verifying opening inventory, assigning duties to concession workers (employee/volunteer), ensuring sanitation standards are met, verifying that each location is fully operational, ascertaining levels of food production based upon projected guest attendance has been met; assuring that NFP Stand Leader has followed proper procedures for distribution and handling of cash.
- Provide a high level of oversight and operational expertise resulting in the smooth, efficient and profitable execution of events.
- Manage and run all venue concessions operations before, during and after the event. Duties include staff scheduling, employee check-in, equipment inspection, POS monitoring and troubleshooting, guest complaint resolution, training, food production, clean-up, post-event reconciliation and reporting, and any other duties as assigned by the GM.
- Willing to cover any open position to assure location is fully operational and company standards pertaining to speed of service and guest satisfaction are met; assist with Premium Services operations and event needs, as directed by the GM.
- Provide direction and oversight to Floor Supervisors, LMs, Concession Cooks, beer vendors and CSRs. Ensure that all Spectra and venue policies, procedures and practices are adhered to, including compliance with alcohol service and food handling / sanitation guidelines, general safety policies and procedures. Report any alcohol service or other compliance issues to GM immediately.
- Complete post-event evaluations, data compilation, tracking of monetary and product shortages, generating reports; serves as a resource for POS applications, training, and hardware problems.
- Ensure work environment is safe and free from harassment or discrimination; immediately address all safety concerns, potential hazards, accidents or incidents. Relays safety/health issues to management immediately.
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- Ensure event staff and volunteers are aware of work place expectations; provide on-going assistance, training and mentoring to event staff and volunteers; promote a positive, enthusiastic and cooperative workplace environment by working side-by-side with staff and volunteers; reinforce procedures and practices through repetition; lead by example and provide on-going constructive feedback.

#### Qualifications:

- Associate's Degree (A.A.) or greater in Culinary Management, Business Management, or related field; along with two or more years' experience in Concessions Management, other Food & Beverage Management, or related experience.
- Ability to communicate with employees, co-workers, volunteers, management staff and guests in a clear, professional and courteous manner which fosters a positive, enthusiastic and cooperative work environment.
- Ability to make sound business/operations decisions (i.e. regarding employee placement, staffing adjustments, and/or respond to technical, product or equipment challenges during an event) quickly and under pressure.
- Ability to speak, read, and write in English.
- Solid working knowledge of computer applications: Microsoft office, POS systems, timekeeping system.
- Ability to work well in a team-oriented, fast-paced, event-driven environment.
- Possess a thorough working knowledge of all existing concessions locations: geographical location, equipment, evacuation procedures, adjacent employee and guest areas, and facility access.
- Possess valid Food Handlers certificate and Alcohol Service Permit if required by state or local government.
- Possess thorough working knowledge of all applicable sanitation requirements, food preparation guidelines, alcohol service policies, safety standards, etc. pertaining to Spectra and venue concession operations.
- Ability to calculate basic math functions (addition, subtraction, multiplication, division, percentages) as they relate to POS cash/credit transactions, cash reconciliation and product inventory.
- Ability to handle cash accurately and responsibly.
- Ability to consistently adhere to the highest standards of integrity, professionalism, ethics and confidentiality.

Spectra, an industry leader in sports, entertainment and venue management, is dedicated to recruiting and developing individuals with the skills, experience, desire, and values to contribute to the continued growth and success of our organization. Together, with our 250+ sports & entertainment venue partners, we transform events into experiences! These experiences create excitement, turn heads, and make memories. Come Join Us! You can learn more about Spectra at [www.spectraexperiences.com/](http://www.spectraexperiences.com/)

We are strengthened by our differences and united by making a difference. Spectra embraces diversity, equity, and inclusion. We are committed to building a team that represents a variety of backgrounds, perspectives, and the communities that we serve. We strive to create an inclusive culture and equitable workplace where all employees feel valued and can bring their whole selves to work. Not only is it the right thing to do, but we know that diverse, equitable and inclusive teams invite deeper collaboration and understanding, spark greater innovation, and achieve higher employee satisfaction.