



# Iowa Events Center JOB DESCRIPTION

<b>Job Title: Concession Stand Manager</b>	<b>Venue: Iowa Events Center/Wells Fargo Arena</b>
<b>Company: Spectra Food Services and Hospitality</b>	<b>Department: Concessions</b>
<b>Reports to: Concession Manager(s)</b>	<b>Supervises People (Y or N): Y</b>
<b>Non-Exempt (Hourly)</b>	<b>Part Time</b>

## **JOB SUMMARY:**

The Concession Stand Manager is responsible for running the operation of the concession stands including the cashiers, cooking and prep areas. The Concession Stand Manager will oversee stands cleanliness/neatness, product quality, customer service, stand safety, food safety, and alcohol service. Employee must maintain excellent attendance and be available to work an event-based schedule.

## **ESSENTIAL JOB FUNCTIONS (including, but not limited to...):**

- Assist Concession Managers in preparation for event needs.
- Performs opening and closing procedure for event.
- Ensure Concession team members are following proper policy and procedure in accordance with Spectra Food Service & Hospitality standards.
- Verifies inventory prior to and after the event for accuracy as required.
- Responsible for overseeing Concession Cashiers, Prep Cooks, and Cooks.
- Responsible for communicating performance concerns according to company policy and practice to Concession Managers.
- Willing to cover any open position to assure location is fully operational and company standards pertaining to the speed of service and guest satisfaction are met.
- Oversee stands cleanliness, product quality, customer service, food safety, and alcohol service are being met by Spectra Food Service & Hospitality company standards.
- Assist in other areas in the Concession department as directed.
- Other duties as assigned to support the Concession operation as directed by Concessions Managers or Food & Beverage Director.

## **REQUIREMENTS:**

- High school diploma or equivalent.
- Previous experience in basic food handling, sanitation, and customer service is preferred.
- Detail oriented, ability to multi-task and effectively prioritize in a fast-paced, changing environment.
- Ability to be self-directed while working in a team-oriented environment.
- Ability to read in the English language to effectively manage inventory and requisitions.
- Ability to work a flexible schedule including nights, weekends and long hours.

## **INTELLECTUAL/SOCIAL, PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Intellectual/Social demands:**

While performing duties of this job, the employee is frequently required to multi-task and prioritize work under time limits and with moderate to high pressure situations. Position requires constant attention to details and accuracy of specified standards or directions including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Position requires frequent use of interpersonal, communication, and reading skill with co-workers and management staff in the English language. Must be able to promote a positive employee climate and teamwork between a diverse population of employees. Frequent computer use including Microsoft is required. Position requires frequent ability to work on a task independently and frequently work as a part of a team for a variety of tasks. Ability to learn proper sanitation and cleaning techniques. Ability to frequently work with the general public in a stand is required.

**Physical demands:**

While performing duties of the job, the employee will constantly be required to grasp, fingering manipulation of product, feeling, and lifting. Employee will frequently push, pull carts of inventory and climb, stop, kneel to reach supplies and product. Exposure to a loud event driven environment and loud food production machinery. Employees will frequently be required to lift to 50 pounds and push/pull 150 pounds. Vision requires ability to constantly adjust focus, peripheral vision and close vision to stock product and operate equipment. Ability to frequently hear communication of others in a loud environment. Employee will be required to stand or move around the building extensively and continuously on concrete floors.

**Work environment:**

The duties of this position are performed primarily indoors. Indoor temperatures can be moderately cold due to the ice hockey environment and cold storage. The noise level in the work environment is usually moderate to loud depending on events in an arena environment with thousands of guests in attendance. Consistently works in small workspaces or moves about in crowds of thousands of people. Occasional exposure/communication with intoxicated guests.

**This job description is subject to change.**

Equal Opportunity Employer. Drug-Free Workplace.

**Apply:**

To apply, send contact information, available hours and resume to [iowaeventscenter@gmail.com](mailto:iowaeventscenter@gmail.com)

**I have read and understand the above job description. I am also aware that these responsibilities may change from time to time with or without notice.**

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_