

Iowa Events Center

JOB DESCRIPTION



Job Title: Concessions Supervisor	Venue: Iowa Events Center and Wells Fargo Arena
Company: Spectra Food Services and Hospitality	Department: Culinary
Reports To: Concessions Manager	Supervises People (Y or N): Y
Non-Exempt (Hourly)	Part Time

JOB SUMMARY:

The Concessions Supervisor is responsible for the effective management and running of concessions operations within Iowa Events Center and Wells Fargo Arena. The Concessions Supervisor must provide a high level of event oversight, technical proficiency and operational/personnel support to ensure the smooth running of any assigned event.

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

- Assist Concessions Managers on duty in preparation for event.
- Performs opening and closing procedures for event.
- Responsible for overseeing a staff of Concession Stand Managers, Cashiers, and Cooks. Responsible for communicating performance concerns according to company policy and practice to Concessions Managers.
- Assists in the warehouse, oversees warehouse employees and transports of inventory as required.
- Provides a high level of oversight and operational expertise resulting in the smooth, efficient and profitable execution of events.
- 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.
- Possess a thorough working knowledge of all existing concessions locations: geographical locations, equipment, evacuation procedures, adjacent employee and guest areas, and facility access.
- Provide direction and oversight to Concession Stand Managers, Warehouse, Cashiers, and Cooks.
- Ensure that all Spectra and Iowa Events Center policies, procedures and practices are adhered to, including compliance related to alcohol service, food handling/sanitation guidelines, and general safety policies and procedures. Follow all federal/state/local guidelines with regarding to alcohol service. Report any compliance issues to Concessions Managers immediately.
- Must show demonstrated ability to meet the company standard for excellent attendance.

REQUIREMENTS:

- High school diploma or equivalent.
- Associates degree or greater from two-year college or technical school preferred.
- One year related experience working in a supervisor capacity and/or as a trainer preferred.
- Experience in basic food handling, sanitation, and customer service is preferred.
- Ability to communicate with employees, co-workers, volunteers, management staff and guests in a clear, business-like and respectful manner which focuses on generating a positive, enthusiastic and cooperative work environment.
- Ability to speak clearly & read in the English language.
- Ability to work well in a team-oriented, fast-paced, event-driven environment.
- Possess a thorough working knowledge of all applicable sanitation requirements, food preparation guidelines, alcohol service policies, safety standards, etc. pertaining to Spectra and Concessions 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.

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 constant use of interpersonal, communication skills with co-workers, guests and management staff. Must be able to promote a positive employee climate and teamwork between a diverse population of employees. Frequent computer use including Microsoft software 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, stoop, 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 up 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 is a loud environment. Employee will be required stand or move about 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.

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: _____