

**City of Moore**  
**Concession Supervisor**  
**Job Description**

**Exempt:** No  
**Department:** Parks & Recreation  
**Reports To:** Recreation Center Supervisor  
**Location:** Park Facilities  
**Date Prepared:** January 14, 2016  
**Date Revised:** February 11, 2016

**GENERAL DESCRIPTION OF POSITION**

To serve as concession supervisor and manage the operations of the concessions at The Station at Central Park. Will supervise and manage the staff of the concessions for The Station at Central Park, the aquatics center and other recreation facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Recruitment, training, supervision, staff schedules and assist in evaluating concession staff. This duty is performed as needed, about 5% of the time.
2. Ensure that proper records and files are kept on each staff person. This duty is performed daily, about 5% of the time.
3. Development of daily menus for concessions. Creating and keeping an inventory log, ordering of supplies and supervision of food preparation, cleaning up, and concession staff. This duty is performed daily, about 5% of the time.
4. Operate within budgeted guidelines for concession. This duty is performed monthly.
5. Responsible for cash handling for concessions. This duty is performed daily, about 10% of the time.
6. Provide great customer service at all times. This duty is performed daily, about 40% of the time.
7. Will work in the food service operation and may require answering the facility telephone. This duty is performed daily, about 20% of the time.
8. Concession operation personnel will be directly responsible for the cleanliness of the concession area and equipment. This duty is performed daily.
9. Will need to follow all food handling rules and regulations. This duty is performed daily, about 10% of the time.

10. Will assist Recreation Center Supervisor in generating a work schedule for concession staff. This duty is performed weekly, about 5% of the time.
11. Balance money at end of the day and deposit into safe. This duty is performed daily.
12. Obtain Food Handlers Permit. This duty is performed annually.
13. Assist in operations at The Station. This duty is performed as needed.
14. Good attendance and punctuality is required. This duty is performed daily.
15. Works in a manner that is safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required. This duty is performed daily.
16. Confidentiality is required upon specific notification to the employee. This duty is performed daily.
17. Perform any other related duties as required or assigned.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **EDUCATION AND EXPERIENCE**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months related experience and/or training. Or equivalent combination of education and experience.

#### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

#### **CRITICAL THINKING SKILLS**

Ability to use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

#### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

CPR/First Aid/AED certification is required

Must be able to get food handlers license within two weeks of hire. Ideal candidate would already have license

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

**INITIATIVE AND INGENUITY**

**SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

**MENTAL DEMAND**

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**SUPERVISORY RESPONSIBILITIES**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments:

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

## **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

## **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities 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 and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to talk or hear; frequently required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl; and occasionally required to sit, climb or balance. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Knowledge of:

- Basic mathematical principles

Ability to:

- Perform mathematical calculations
- Perform accurate searches of outstanding bills or other amounts owed in assigned area
- Communicate clearly and concisely, both orally and in writing
- Respond to requests and inquiries from the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Maintain effective audio-visual discernment and perception needed for: making observations, communicating with others, reading and writing, operating assigned equipment
- Maintain effective mental capacity which permits: making sound decisions, using good judgment, utilizing other intellectual capabilities

- Work flexible hours, including weekends, evenings and holidays as needed and special events

### Experience and Training Guidelines

Experience and training that would provide the required knowledge and abilities is as follows

**Experience:**

Minimum of 1 year experience supervising a concessions/food service operation. Must have experience in the handling of money. Food handling is desirable, but not required

**Education:**

18 or older and have a GED or High school diploma

**License or Certificate:**

CPR/First Aid/AED certification is required

Must be able to get food handlers license within two weeks of hire. Ideal candidate would already have license

### WORKING CONDITIONS

**Environmental Conditions:**

Working closely with the public

**Physical Conditions;**

Essential and other important responsibilities and duties require maintaining physical condition necessary for standing and sitting for prolonged periods of time; manual dexterity; operate assigned equipment; may be required to operate assigned vehicle

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### TASK DESCRIPTION

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Employee must lift items such as supply boxes. Requires vertically transferring items weighing up to (25 lbs)

Employee must tolerate sitting at a workstation for periods of time. Requires a tolerance of seated posture for prolonged periods of time

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperature

Employee must carry supplies from one location to another. Requires horizontally transferring items weighing up to (25 lbs)