

CARMEL CLAY BOARD OF PARKS & RECREATION

POSITION DESCRIPTION

APPLY: www.carmelclayparks.com

POSITION TITLE: FOOD SERVICES SUPERVISOR
DIVISION: MONON COMMUNITY CENTER
REPORTS TO: RECREATION SERVICES ASSISTANT MANAGER: OPERATIONS AND AQUATICS
FLSA STATUS: NON-EXEMPT - SEASONAL \$10.00-\$12.00 per hour

Organization Information

Carmel Clay Parks & Recreation (CCPR) holds the Gold Medal Award for Excellence in Park and Recreation Management by the American Academy for Park and Recreation Administration (AAPRA) in partnership with the National Recreation and Park Association (NRPA) for parks serving populations of 75,001 to 150,000. As an accredited agency, the department serves the recreation, fitness, and nature needs of the community, manages and develops existing spaces and resources and creates a sustainable future for parks and recreation programs through a financially viable and environmentally conscious parks system. CCPR manages and maintains more than 500 park acres and numerous recreation facilities, including the 146,000 SF Monon Community Center and The Waterpark. For more information, visit carmelclayparks.com.

Purpose of Position:

This seasonal position is responsible for supervising Food Services for The Waterpark facility of Carmel Clay Parks & Recreation, including supervising food services staff, coordinating with Waterpark staff, adhering to financial procedures, implementing on-going staff training, and demonstrating exemplary customer service at all times. A successful candidate for this position would possess strong leadership skills, superb ability to communicate and delegate, desire to motivate staff, strong money handling knowledge, and be passionate about providing an outstanding recreational experience for patrons.

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Monitors and directs general operations of concessions, vending carts and cabana facilities.
- Assists in hiring and training of concessions staff.
- Assist in managing part time staff schedules.
- Implements and maintains on the job training for staff.
- Assists with the supervision of concession staff to achieve department goals; provides information to concession staff.
- Assists with the sale of concessions.
- Provides information to facility users, program participants and the general public.
- Responds to customer questions and complaints related to concessions operations and helps to facilitate resolutions.
- Provides an atmosphere of open communications with public and staff, both daily and in face-to-face situations.
- Opens and closes the outdoor concessions facilities.
- Communicates regularly with Management to understand all MCC programs/operations in order to inform and train staff and answer guest inquiries.
- Responsible for opening, closing, and balancing cash drawer and revenue journals.
- Responsible for the safety and satisfaction of guest at the MCC; assists in implementing emergency action plan.
- Enforces facility and park rules to guests.

Knowledge, Skills & Abilities Required to Perform Essential Job Functions:

- Ability to work a retail schedule including days, evenings, weekends and some holidays.
- Ability to accurately balance a cash drawer and cash journal.
- Ability to positively promote the image of Carmel Clay Parks & Recreation.

- Ability to provide guidance, assistance and interpretation regarding the application of procedures and standards to concession staff.
- Ability to communicate effectively on an individual or group basis; includes ability to speak and write clearly.
- Ability to operate a personal computer utilizing word processing, spreadsheet, and recreation software applications as may be necessary to perform essential job functions.
- Ability to exert moderate physical effort, typically involving some combination of stooping, kneeling, crouching and crawling, and that might involve the lifting, carrying, pushing and/or pulling of objects and materials weighing 10-40 pounds.
- Performance of essential functions may require exposure to adverse environmental conditions, such as humidity, rain, and temperature extremes.

Qualifications Required to Perform Essential Job Functions:

- One to three (1-3) years customer service experience; previous experience in food service supervisory preferred.
- Minimum age 18 years old.
- Must pass Food Handler Certification prior to summer season.
- Or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this position.