CenturyLink CENTER

JOB DESCRIPTION

Concessions Lead
Part time Hourly/Non-Exempt

POSITION SUMMARY

Train all stand workers and non-profit groups assigned to work concession locations during events. Manages concession runners and volunteers. Responsible for providing quality products to patrons in a courteous, friendly and efficient manner. Carries out responsibilities in accordance with company policies and applicable laws.

MAJOR RESPONSIBILITIES

- Train, direct and work with stand staff in concession stands during events.
- Communicate with group leaders regarding all aspects of events assigned to work on a regular basis.
- Train, direct and work with non-profit groups in concession stands during events. Issue and audit all paperwork associated with opening and closing tangent reports for concessions.
- Ensure that all concession work areas and storerooms remain clean and sufficiently stocked.
- Perform monthly inventory of all concession items.
- Inspect stands regularly and report all needed repairs and maintenance.
- Audit and verify Rotolo's and Bayou Bar opening and closing inventory prior to and after every event.
- Coordinate activities and duties of part-time stand employees and other part-time concession employees as directed.
- Ensure that all required inventory is verified by stand staff and non-profit group leaders prior to and after each event.
- Assist in serving patrons when necessary.
- Train concession employees on proper and professional radio communication.
- Perform duties as needed to ensure a smooth functioning stand.
- Recommend measures to improve service, equipment, work performance and quality of products.
- Ensure that uniforms are clean and ready for non-profit groups and that they are accounted for after each event.
- Complete all stand sheet paperwork in a timely and efficient manner.
- Monitor inventory in stands and investigate discrepancies when needed.
- Work extended and/or irregular hours including nights, weekends & holidays.
- All other duties and responsibilities as assigned.

PHYSICAL DEMANDS

- Ability to communicate verbally
- Climbing staircases multiple times per day as needed.
- Constant standing, walking, stooping. Constant reaching, handling products.

- Ability to travel by automobile.
- Daily lifting up to 25 lbs. up to 5 minutes at a time.
- Daily carrying up to 25 lbs. up to 5 minutes at a time.

JOB TITLE: Concessions Stand Manager

WORKING CONDITIONS

This position is not substantially exposed to adverse conditions.

KNOWLEDGE, SKILLS & ABILITIES

- Use multi-line telephone system and other office equipment including copier, typewriter, & fax machine.
- Utilize basic and accurate mathematical skills to verify stand sheets and inventory and other applications as necessary.
- Convey strong verbal & interpersonal skills.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Remain flexible and adjust to situations as they occur.

EDUCATION AND/OR EXPERIENCE

High school diploma or GED; and at least three (3) years related experience and/or training; or equivalent combination of education and experience.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.