

Name: _____



GOAL

The Assistant Concessions Manager will assist and deliver first-class concession services, customer service, and high quality products for the Food and Beverage Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in the supervision of concessions and premium services staff.
- Responsible for the supervision of concessions and premium service staff, including recruitment, coaching, training, and career development and working with Human Resources to ensure staffing decisions and actions are consistent with organizational goals.
- Assist in all aspects of payroll for the Food and Beverage Department on a timely basis.
- Assist in the monitoring of all theater activity to effectively staff the concession bar area.
- Attend all necessary meetings in order to provide and receive accurate and timely communication regarding the coordination of the Food and Beverage Department's initiatives/objectives.
- Maintain high standards of cleanliness and good quality at all times.
- Communicate effectively with vendors on all concessions needs.
- Accept and coordinate deliveries or orders where applicable with the appropriate support staff.
- Will monitor all PACA activity to effectively assist in the scheduling of concessions staff.
- Complete paperwork and projects within established time frames.
- Stay current on trends in the Food and Beverage industry in order to recommend concession best practices and strategies.
- Analyze and evaluate operational procedures and policies to achieve the highest level of customer service and optimize financial results.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to supervise all aspects of assigned events.
- Skill in public relations, handling complaints, and immediate troubleshooting.
- Able to work flexible hours, including mornings, afternoon, evening and weekend, as needed.
- Able to multitask, set priorities, shift priorities, and adapt to changes in situations.
- Able to communicate effectively, both verbal and written, in English.
- Skilled in Windows based programs, including Word, Outlook, Excel, and Power Point.
- Able to handle money to collect payment for events.
- Ability to work well with other departments associated with catered events.

REQUIRED EDUCATION AND EXPERIENCE

- AA or higher: Business / hospitality / hotel or any equivalent combination of training and experience.

Interested candidates should email their resume to vvenezia@browardcenter.org