

Name: _____



The **Assistant Concessions Manager** assists and delivers first-class concession services, customer service, and high quality products in the Food and Beverage department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in the supervision of concessions and premium services staff.
- Assist in the monitoring of all theater activity to effectively staff the concession bar area.
- 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.
- Monitor all theater 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.

If you are interested in this position, please submit your resume to aconcessionssearch@browardcenter.org.