



10 Gateway Drive, Collinsville, Illinois 62234 • 618-346-7529 • (fax) 618-346-7530
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Job Description: District Concession Manager

Department: Aquatic

FLSA Status: Exempt/Salaried

Immediate Supervisor: Executive Director

Salary Range: TBD

Supervises: N/A

Classification: Full-Time/Seasonal

JOB SUMMARY

Under the supervision of the Executive Director, the Concessions Manager is responsible for overall operations of the Splash City Waterpark concessions stands to include planning, organizing, staffing, and maintaining food and beverage services in a manner that meets operational and budget goals. This position primarily works afternoons, evenings and weekends in accordance with scheduled activities.

SPECIFIC DUTIES

- Responsible for overall coordination and implementation of concessions operations
- Recruits, schedules, train, and supervise concessions staff. Communicated job duties, responsibilities, and expectations in a clear manner
- Reviews, approves and processes timesheets in a timely manner
- Provides excellent customer service. Interacts with the public and answers questions; responds to inquiries from employees, visitors, customers, and others and refers, when necessary, to appropriate persons
- Ensures concessions area is maintained in an orderly, clean and sanitary condition at all times and in compliance with the Madison County Health Departments standards. Communicates issues/needs to Executive Director and Aquatic Manager
- Purchases and restocks all items sold as needed, e.g. beverages, candy, chips, snacks, etc.
- Recommends and implements menu selection and prices
- Monitors inventory of beverages, food items, and general supplies and reports any discrepancies
- Prepares food items such as popcorn, hot dogs, nachos, according to state health and safety guidelines
- Accurately handles cash transactions and operations of Point-of-Sale cash register. Performs assigned cash register opening and closing duties and reports
- Prepares accurate and timely reporting of daily sales
- Communicates with Aquatic Manager on a regular basis to coordinate service provisions
- Ensures the facilities are opened and closed in a clean and secure manner
- Uses knowledge, critical thinking skills, judgement, and problem solving abilities to handle any unusual incidents or situations which may arise
- Actively supports District loss control/risk management program by performing all job tasks within the rules and guidelines of the District's safety program
- Observes and reports unsafe conditions and/or issues to supervisor
- Performs other duties as assigned by supervisor

QUALIFICATIONS

- High School Diploma or GED equivalent
- 1-2 years food service/concession management experience
- Possess current Illinois Food Handlers permit



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- Demonstrates ability to provide quality, courteous customer service
- Effective communication skills, both verbal and written
- Ability to direct, coach, support, and effectively delegate work tasks and projects to teens and young adults
- Proficiency using concession and computer equipment
- Enthusiastic self-starter who can work independently and as part of a team
- Demonstrate multi-tasking, problem solving, and sound decision making abilities
- Must be able to lift and carry object weighing up to 20 pounds on a regular basis
- Capable of bending to the floor and reach/lift overhead
- Possess CPR or First Aid Certification (preferred)
- Must be able to successfully pass an ISP Criminal Background Check
- Must hold valid State of Illinois Driver's License

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential duties, responsibilities, and requirements.