

Class Title: Food Services Manager
Department: Western Sports Park
FLSA: Non-exempt

Class Code: 1096
Grade: 17
Eff. Date: 04/01/2025

GENERAL PURPOSE

Under the general guidance and supervision of the Western Sports Park (WSP) Director, this position performs supervisory and a variety of skilled work in managing food services at the WSP, including a convenience store, vending machines, and concessions stands, catering and contracting with outside vendors.

EXAMPLE OF DUTIES

Supervises and trains assigned staff; assists in hiring new employees; responsible for properly training new employees in food preparation, cleaning, and effective cash control procedures. Evaluates employee performance; addresses, documents and corrects performance problems in a timely manner. Makes staff assignments and sets staff schedules to ensure adequate coverage for concession utilization, security, and efficient customer service.

Maintains an efficient inventory and ordering/receiving schedule to protect against theft and to project future needs and costs. Does comparison shopping for food items for resale to ensure the best value and to maximize profits. Continually searches for new products and effectively markets existing and future products.

Establishes accounts with food suppliers as needed and in accordance with County policy.

Establishes a daily/weekly/monthly maintenance and cleaning schedule for all concession equipment, floors, sinks, counters, walls, tables, chairs, and other work areas. Inspects and maintains a sanitary and efficient food preparation area according to all City and County Health Regulations. Keeps the store, serving areas and seating areas visually pleasing, clean, and safe for customers.

Maintains efficient operation of all convenience store and vending equipment by inspection and routine maintenance to extend their useful life, reduce downtime and to ensure public safety. Hires technicians as needed for preventative service and repair of appliances and equipment.

Implements effective cash controls including staff training, programming and operating point of sale systems, and depositing funds. Prepares and submits all financial/budget reports as requested by management.

Stocks vending machines as needed, collects money from vending machines, and prepares deposits.

Directs, coordinates, and participates in preparation of food items including cooking, storing, wrapping, or packing types of food served or prepared for customers, parties, and scheduled events. Performs or arranges catering for events held on the premises.

Operates satellite locations on the premises, including contracting with outside food vendors to operate those locations as needed.

Serves customers in a friendly, professional, quick, and efficient manner by having a thorough knowledge of the concession equipment and products sold.

Looks for opportunities to incorporate recycling into the food sales on the premises.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

High school graduation or equivalent, plus one (1) year of experience in customer service and six (6) months practical experience with cash register and food handling procedures. Related education may be substituted for experience.

Preference may be given for catering experience, fluency in Spanish, and six (6) months of supervisory experience.

2. Special Qualifications:

Must possess current food handler's permit.

Must possess or be able to obtain within 2 months of hire Food Safety Manager Certification.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. Necessary Knowledge, Skills and Abilities:

Knowledge of: employee management and team building; crowd safety; customer service;

Skill in: operating food preparation equipment; using all applicable computer hardware and software; using cash register, microwave, hot dog and popcorn machines, ice machines, quick and crisp ovens, freezers, refrigerators, ovens, grills, along with other related equipment.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure a motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: work with customers face-to-face, furnish and obtain information; use tact, judgment, and common sense in variable situations; train, motivate, supervise, and evaluate the work of others; work under pressure and remain calm and focused; organize and prioritize multiple tasks; meet deadlines; analyze problems and recommend effective options and solutions; add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; work with minimal supervision; operate point-of-sale systems, cash registers, food preparation equipment; communicate effectively (orally and in writing); follow written and oral instructions; read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals; establish and maintain effective working relationships with supervisors, other employees, clients, other agencies, and the public.

WORKING CONDITIONS

Lift, carry and otherwise move objects weighing up to 50 lbs. Regularly required to use hands to finger, handle, or feel, reach with hands and arms; talk and hear; taste and smell. Frequently required to stand, walk, stoop, kneel, crouch or crawl; occasionally required to sit and climb or balance or be exposed to wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, risk of electrical shock and vibration. The noise level in the environment is usually moderate.

Work mornings, evenings, night shifts, split shifts, weekends, and some holidays; indoor and outdoor locations; fill in all functions as needed when shifts are not covered or when the operational need requires a supervisor to be present.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***