

**CITY OF LAUDERHILL
CLASS DESCRIPTION, 2020**

POSITION TITLE: CONCESSIONS LEAD (LPAC)

GENERAL DESCRIPTION OF DUTIES

Under the supervision of the Operations Manager, the purpose of the position is to provide oversight of Concession sales/Concessions I/Concessions II/Bar Tender(s), account for sales transactions, and complete all assigned inventory, administrative and customer service functions related to the Concession Stand. Position is responsible for ensuring a well-balanced event operationally, enforcing all safety policies and procedures throughout the venue. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists Department in areas including, but not limited to, concession sales, inventory, light food preparation, re-stocking, customer relations, recordkeeping, cash drawer management and opening/closing the Concession Stand.

Acts on behalf of the department to provide professional, customer-focused, welcoming service, including activities such as greeting patrons/clients, taking food/beverage orders, and resolving concessions related issues.

Opens and closes the Concession Stand, and maintains the Concession Stand as a secure area during scheduled shifts.

Delegates tasks to Concessions I/Concessions II/Bar Tender employees, and acts as the manager on duty during hours which the Concession Stand is open.

Communicates with the Operations Manager, Operations Lead and House Manager effectively and frequently during events.

Promotes upcoming events with patrons and assists with ticket sales (in person and over the phone, using OvationTix) - including enforcing policies concerning exchanges, refunds, and similar activities.

Accommodates patrons in disputes over concession/bar purchases, striving to reach an equitable arrangement while upholding established policies.

Monitors and assigns cash drawers to Concessions I/Concessions II/Bar Tenders at the start of each shift and must see to it that each drawer balances at the end of the event.

Maintains a clean, safe environment for patrons and employees.

Ensures that Concessions supplies are replenished and notifies the Operations Manager if an order is needed.

Provides training for new employees to ensure food safety, provide instruction as to cleaning responsibilities, and relay all procedures regarding cash register operations.

Sets-Up/breaks down additional bars for special events, and will act as the Bar Tender for most shows.

Drives to purchase concession inventory items from store including, but not limited to Restaurant Depot, Sam's Club, Wal-Mart, Publix, etc.

CONCESSIONS LEAD (LPAC)

Handles backstage food and beverage items that are a part of artists' rider requirements.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by minimum six (6) months Theatre I, Theatre II, Concessions I, Concession II, Bar Tender or customer service and cash handling experience; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

Experience using Square (or similar point of sale system) preferred.
Valid State of Florida Driver's License.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate, and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning: Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgement to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties, which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of medium weight (5-30 pounds). Tasks may involve extended periods of standing.

CONCESSIONS LEAD (LPAC)

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The City of Lauderhill is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Lauderhill will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.