



## CITY OF HARTSVILLE, SOUTH CAROLINA JOB DESCRIPTION

**Title: Water Park Food & Beverage Manager**

Department: Water Park

### **GENERAL PURPOSE**

Plans, coordinates, directs and supervises the operations, personnel, programs and activities associated with the **Food and Beverage** operations for Neptune Island Water Park (a City of Hartsville Facility).

### **SUPERVISION RECEIVED**

Works under broad policy guidance exercising discretion and independent judgment, reports to the **Finance Director**.

### **SUPERVISION EXERCISED**

Directly supervises the employees of the Food & Beverage Department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Develops, implements and administers policies and procedures to operate the various food and beverage operations. Works with/communicates to other departments to ensure all details are met and all F&B related events run smoothly.

Resolves customer complaints regarding food sale errors, long ticket times or general unhappiness regarding food or beverage issues. Quality control. Evaluates customer satisfaction. Ensures customer satisfaction practices via welcoming, responsive, friendly, safe, and courteous service at all times. Disseminates the high standard throughout the department.

Ensures staffing levels to expedite line speed, while trimming back labor as possible. Coordinates schedules to ensure that food and beverage is adequately staffed by qualified employees at all levels of operation, while maintaining labor goals.

Completes and submits repair and maintenance work orders in a timely manner to assure long-term equipment life. Maintains equipment and trains employees in their proper use; ensures staff accountability through safety checklists.

Oversees cleanliness and organization of all F&B areas. Oversees food safety aspects of all F&B areas. Implements inventory controls for all food service areas, to include ordering, receiving, staff training, invoice coding, small-ware purchases, etc.

Maintains food cost goals by monitoring ordering, pars, waste, and recipes as well as instructs team to follow through with training of lead staff to ensure these needs are met. Menu development and placement for food, beverage and bar; works to fine tune the menu in different locations to achieve higher per caps, sales and efficiency with lower costs.

Approves all departmental timecards & coordinates payroll with the City Employee Advocate.

Participates in recruitment, interviews, selection and onboarding of new employees. Completes performance feedback, appraisals and disciplinary actions as needed.

Observes and enforces safety precautions and safety rules and regulations specific to the Water Park and enforces them throughout the department; maintains high standards of housekeeping.

Participates in safety training, make suggestions as necessary; serve on committees or inspection teams when appropriate. Works according to good safety practices as posted, instructed, and/or discussed. Reports unsafe conditions or defects in equipment. Refrains from any unsafe behavior or act that might endanger self or fellow worker(s). Reports all accidents and incidents (including near misses) as soon as they occur. Follows safety rules and regulations and uses personal protective equipment.

Maintains prompt and regular attendance; adheres to City policies and procedures regarding absences and tardiness.

Provides exceptional customer service to internal and external customers.

Required to report to the City's Emergency Operations Center for emergency duty anytime the Emergency Operations Plan is activated.

### **PERIPHERAL DUTIES**

May serve on employee committees as needed.

Perform other job functions as required.

### **MINIMUM QUALIFICATIONS**

#### Education and Experience:

- a) Bachelor's degree in related field preferred; and;
- b) Five (5) years of developing, promoting and implementing successful food and beverage business practices and/or;
- c) Any equivalent combination of education and experience, which provides the required knowledge, skills, and abilities.
- d) Supervisory experience required.

#### Necessary Knowledge, Skills and Abilities:

- a) Previous success in managing food and beverage units in a profitable, systematic, effective and efficient manner; generating, consolidating, monitoring and adjusting departmental and overall business unit systems and plans.
- b) Ability to successfully create and motivate and employee culture that focuses on maximizing guest satisfactions in each stage of the guest experience; professionally handle guest complaints
- c) Above average analytical and judgement skills; communicate effectively verbally and in writing; establish successful working relationships; work under pressure and maintain professional composure at all times
- d) Must be flexible to work/assist with all shifts, weekends and holidays.

### **SPECIAL REQUIREMENTS**

- a) Must possess a valid South Carolina driver's license.
- b) Must be able to complete ServSafe requirements and any licensures associated with food and beverage.

### **TOOLS AND EQUIPMENT USED**

Personal computer, including word processing, spreadsheet, presentation, and email software; 10-key calculator, smart phone, copier, fax, two-way radio, and other related equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and reach with hands and arms. The employee frequently is required to walk. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl. The Employee is regularly required to talk or hear.

The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and outside weather conditions. The employee is frequently exposed to high, precarious places. The employee is occasionally exposed to risk of electrical shock.

Occasional exposure to unpleasant environmental conditions and/or hazards; occasional outside work and the noise level in the work environment is usually loud.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; drug screening, physical and other job related tests as required.

**The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.**