

FOOD OPERATIONS MANAGER

Mission Statement: Connect. Inspire. Conserve. Connect people with nature. Inspire them to conserve.

REPORTS TO: General Manager

SEASONAL OR NON-SEASONAL: Non-seasonal, Benefited

FLSA STATUS: Salaried, Exempt

POSITION SUMMARY: Responsible for the day-to-day operations of the concessions and assist with catering and event planning.

POSITION REQUIREMENTS:

- Associate Degree in Culinary Arts required.
- Three (3) years of culinary management experience.
- Knowledge of multi-venue operations.
- Comprehensive understanding of recreation business required.
- Ability to lead and motivate staff to attain excellence throughout all areas.
- Working knowledge of MS Excel and MS Word.
- Must be 18 years of age and possess a valid driver's license.
- Current ServSafe certificate.
- Alcohol training certificate (i.e. TIPS or ServSafe).
- Excellent communication and leadership skills.
- Must be able to relate positively with diverse groups of people (guests, staff, volunteers and vendors).

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Screening, hiring, training, scheduling, staff orientation, motivating and terminating food service staff as needed.
- Knowledge of point of sale systems (i.e. TAM).
- Responsible for the procurement of all products related to concessions.
- Maintains par levels of products at all locations prior to season opening.
- Manages food quality, service, cleanliness, and safety by conducting on-grounds inspections.
- Assists in the development and implementation of viable systems to prevent loss of receipts and products.
- Responsible for profit and loss of units.
- Assists the General Manager in the design and implementation of all menus and pricing.
- Implement catering plans.
- Works with the General Manager to use surplus catering inventory as needed.
- Ensures staff follows safety and health regulations according to state law.
- Investigates all guest comments and takes swift, decisive, and positive actions to rectify problems and reward quality service.
- Keeps operating manuals up-to-date for all locations.
- Responsible for the storage of all supplies and equipment in a neat and orderly fashion.

OTHER DUTIES AND RESPONSIBILITIES:

- Create procedures and training manuals for all areas within the department.
- Comply with all Binder Park Zoo policies and procedures.
- Participates and assists in team oriented zoo projects as needed including all events.
- Member of committees as needed.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES: The role is responsible for the overall direction, coordination and evaluation of direct reports and for carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to work a flexible schedule including evenings, weekends and holidays.
- Ability to walk for long distances frequently throughout the day.
- Ability to sit, stand, bend, lift and move intermittently.
- Ability to lift 50 lbs. and ability to stand for a period of up to 5 hours.
- Ability to read, speak and write English in order to fulfill job functions in an understandable way.
- Ability to work in all weather conditions.

APPROVAL:

Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for Food Operations Manager. I have read the requirements as outlined and understand this is not an exhaustive list of duties, but an overview of the general duties and responsibilities of the position.

Employee Signature

Print Name

Date

Binder Park Zoo offers employment opportunities, education programs, and services without regard to race, color, religion, national origin, disability, age, height, weight, marital status, gender, sexual orientation, or gender identity.