

City of Rapid City

Job Description

Job Title	The Monument Food Services Manager		
Job Code:	CCFS	Bargaining Unit:	Non-Union
Pay Grade:	See Wage Scale	Date Revised:	5/12/2023
FLSA Status:	Exempt		

General Summary: This position is responsible for The Monument Food and Beverage daily operations and coordination of activities in their assigned area: Concessions, Bar, or Catering; in order to provide exceptional food, beverage, merchandise, and hospitality services to ALL Monument guests.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Supervises and participates in the production, preparation and presentation of all food and beverage products in assigned area to ensure that a consistent quality product is produced which conforms to all established standards.
- Schedules, trains and supervises employees at various food and beverage events; assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
- Provides a safe, sanitary work environment, which conforms to all standards and regulations and achieves profitable, competitive and quality products; including clean and ready to wear uniforms to their staff.
- Supervises monthly inventory of assigned food and beverage outlets and supplies, orders products and supplies for events and monitors food and labor costs on a daily basis.
- Requisitions monetary banks for all assigned outlets, accounts for beginning cash at the opening of each outlet, and secures all monies in the vault in main office at the close of each outlet.
- Formulates operating strategies to maximize profits for a variety of events; training in other Food & Beverage areas to build a well-rounded management team.
- Opens and closes assigned areas at appropriate time; ensuring assigned outlets are set up and stocked before each event and cleaning is completed after.
- Ensures all stands, portables and equipment are maintained and in good working order.
- Assists in menu planning, development and delivery on new items in their assigned area.
- Troubleshoots point of sale, electronic display, and Draftserv systems.
- Develops employee recruitment and retention programs; interviews and hires employees in collaboration with other management staff.
- Assists in adhering to budgetary requirements, capital improvement projects and long-range planning of assigned area.
- Serves in rotation with other senior staff members as manager on duty for major events.

Concessions:

- Coordinates non-profit volunteer groups at events; planning, training and assigning work duties and areas.
- Serves as a point of contact for all concession vendors, as well as touring show merchandisers and vendors.

Bar:

- Maintains a complete knowledge and is responsible for the training of staff in proper alcohol service; adhering to all in-house, local, state and federal laws, codes and licensing requirements.
- Oversees the alcohol service of events in coordination with management team.
- Serves as point of contact for all alcohol wholesale distributors.

Catering:

- Oversees execution of catered events and premium level offerings.
- Ensures all catering equipment is in good working order; maintains catering décor and display supplies; coordinates biweekly ordering of linens and as needed supplies.
- Works with Event Services as a point of contact for catering clients.

Qualifications:**Education and/or Experience:**

Associate's degree or equivalent from accredited two-year college or university; and two or more years of related experience in retail food, catering, beverage handling, and managing food and beverage staff; or five or more years of related experience. *Experience as a Concession Manager, Catering Manager, Restaurant or Bar Manager, Sous Chef or Assistant Sous Chef is preferred.* A combination of education and experience deemed appropriate to fulfill the role and responsibilities of this position will be considered.

Certificates, Licenses, Registrations:

Must obtain a Serve Safe Certification within 120 days from date of hire.

Working Conditions:

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 occasionally exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions; extreme cold and extreme heat. The noise level in the work environment is usually very loud with frequent interruptions to be expected.

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 walk; talk or hear and taste and smell. The employee is frequently required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include color vision, peripheral vision and depth perception.