

Oncenter/SMG Job Description

Job Title: Concessions Manager
Dept.: Concessions
Reports to: Director of Food and Beverage
Status: Exempt

Position Summary: The Concessions Manager is responsible for the overall management of a multi-location concession operation with sales in excess of \$1,000,000 including all service, production, staff and financial controls.

Essential Duties and Responsibilities:

- Plans and manages all operational aspects of the concession operation.
- Hires, orients, trains, schedules, and supervises concession staff.
- Understands acceptable concession menu, pricing and margin requirements. Forecasts and controls food costs as directed by the Director of Food & Beverage
- Understands acceptable concession labor budgets. Forecasts and controls labor costs as directed by the Director of Concession Services.
- Maintains points of sale and imports and monitors information on Pixel system.
- Maintains positive employer/employee relations and labor relations. Trains, develops and coaches department personnel to work to full potential. Recognizes employees who meet or exceed expected levels of performance. Implements corrective action procedures with employees whose performance or conduct does not meet required levels. Above all, efficiently and effectively supervises all direct employees.
- Implements Company and departmental policies and procedures.
- Adheres to labor contract. Participates in contract negotiations when appropriate.
- Ensures that customer service and customer satisfaction meet or exceed Oncenter standards.
- Implements and maintains high standards of sanitation in compliance with Department of Health regulations.
- Maintains facilities and equipment in optimum condition.
- Implements and maintains proper cash handling procedures. Ensures adherence to Oncenter cash handling policies and procedures.
- Oversees and verifies event day and weekly inventory.
- Generates weekly food, beverage and paper/plastic orders.
- Manages daily runner and stand cleaning staff to ensure proper receiving, stocking and cleaning procedures are followed.
- Assists in the implementation of Alcohol Awareness Program.
- Completes daily/weekly ADP payroll entries and approvals according to schedule.
- Maintains close communications and works cooperatively with Event Managers, Banquet Managers, and Human Resources staff.
- Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Bachelor's Degree from a 4 year college or university.

3+ years of food service concessions supervisory experience in a multi-purpose sports or entertainment facility is required.

Or equivalent combination of education and experience

Skills and Abilities

Excellent organizational, planning and interpersonal skills
Good written and verbal skills
Ability to prioritize multiple projects
Demonstrate problem-solving and communication skills
Supervisory experience
Professional presentation, appearance and work ethic

Computer Skills

To perform this job successfully, an individual should have knowledge of computers and basic computer programs.

Certificates, Licenses, Registrations

No certifications are required.
ServSafe certification preferred.

Other Skills and Abilities

Knowledge of food and health codes is required.
Ability to work under limited supervision and to interact with all levels of staff including management
Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays.

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 may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing up to 8-10 hours daily.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Generalist
The Oncenter
800 South State St.
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.