

CITY OF HELENA



Position Title: Food and Beverage Manager

Department: Parks and Recreation

Division: Golf Concessions

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

This position is responsible for managing all food and beverage operations and for delivering an excellent guest experience at the Muni's Sports Grille. Incumbent will be responsible for forecasting, planning and managing all food and beverage orders, staff, and finances; and to maximize sales and revenue through customer satisfaction and employee engagement.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Food and Beverage Management

This position is responsible for planning menus, ordering inventory and coordinating deliveries from vendors; coordinating with the Head Golf Professional in providing exceptional food and beverage service for tournaments and special events; managing processes to ensure inventory controls; monitoring overages/shortages, attendance, food and beverage quality, spoilage, and equipment; and preparing and serving food and beverages as necessary.

Personnel Management

The incumbent is responsible for attracting, recruiting, training and managing staff. This includes training and ensuring adherence to policies and procedures manuals; providing coaching and direction to staff to achieve operational goals; and providing instruction and direction to staff on the correct, efficient and safe use of operational tools and equipment. The position will also manage personnel and financial targets; and will be responsible for creating employee work schedules, timesheets, and employment forms. The position will act as a coach and mentor to staff by using discretion in assessing performance, providing feedback and coaching to improve staff performance and effectively recommending employment decisions to the Head Golf Professional.

Customer Service

The position models a "customer comes first" attitude by delivering exceptional customer service and supervising staff to ensure they are delivering the same; maintains and models a calm exterior presence during periods of high volume or unusual events and is able to maintain operating standards and efficiency during those circumstances; demonstrates integrity, honesty, and knowledge to promote a favorable experience; and engages in conversation with customers to understand their needs and desires.

General Management

This position will maintain a clean sports grille environment that adheres to all health code standards; assist in routine maintenance and janitorial services; and handles any problems concerning inventory, deliveries, cash register, credit card machine and other equipment. The incumbent will also assist the Head Golf Professional in the development of the Sports Grille by preparing verbal and written reports, communicating ideas for improvement, assisting with the budget, assisting in implementation of new programs, recommend marketing plans, and reviewing the environment and key business indicators to identify problems, concerns and opportunities for improvement and increased revenues.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Current food and beverage trends and best practices
- Retail food and beverage environment
- Current federal, state and local laws and regulations affecting the management of food and beverage operations including, but not limited to, employment, safety, and liquor license standards
- Good business practices and measuring proficiency in management. Merchandising capabilities must be of high caliber

- Modern office procedures, methods and equipment including computer equipment and applicable software programs
- Principles and practices of budget development, administration, analysis and control
- Principles and practices of fiscal, statistical and administrative data collection and report preparation

Skill or ability to:

- Spot and resolve problems efficiently
- Delegate multiple tasks
- Cook and prepare food
- Communicate efficiently and effectively both in writing and verbally
- Create and manage team building and have strong problem solving skills
- Use discretion in providing direction to others as well as exceptional customer service
- Work in a fast-paced team environment
- Develop and maintain effective working relationships
- Lead by example

Physical Demands:

Ability to sit, stand, walk, crouch, stoop, squat, climb, see, hear and lift 30 pounds; some exposure to outdoors; ability to travel to different sites and locations.

Safety

Performs all functions in the safest possible manner and according to policies and procedures. Participates fully with safety trainings. Reports unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible to assigned supervisor.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of high school or equivalent education, however culinary school or degree in food service management or related field is preferred. The position also requires a minimum of three years of progressively responsible related experience, that includes at least two years of customer service experience and one year of directing or supervising the work of others. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

Must possess a current Serve Safe Certification

Supervision Received:

Supervised by the Head Golf Professional

Supervision Exercised:

All lower positions at Muni's Sports Grille

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.