

## Job Description

### CONCESSION SUPERVISOR

**Department:** Parks and Recreation  
**Position Classification:** Concession Supervisor  
**Civil Service Status:** Unclassified  
**Employment Status:** Seasonal  
**Reports To:** Concession Manager  
**Supervises:** Concession Stand Staff  
**Working Hours:** Varies, Evenings, Weekends & Holidays

### SUMMARY

The Concession Supervisor supports the Concession Manager in overseeing daily operations of the concession stand. This position assists with inventory management, staff supervision, customer service, and ensuring compliance with health and safety regulations.

### MINIMUM QUALIFICATIONS

- Previous experience in food service, retail, or customer service preferred.
- The position requires stooping, lifting (up to 50 lbs.), substantial standing and walking.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Must be able to pass a thorough background check.
- The City of North Ridgeville promotes a drug/alcohol free work environment through the use of a mandatory pre-employment drug testing.

### ESSENTIAL FUNCTIONS

- Assist in the daily operations of the concession stand, including opening and closing duties.
- Supervise concession staff, ensuring high-quality customer service and adherence to food safety standards.
- Maintain accurate cash handling procedures and operate the point-of-sale system.
- Monitor inventory levels and assist in ordering supplies as needed.
- Ensure cleanliness and sanitation of food preparation and serving areas.
- Address customer concerns and resolve issues in a professional manner.
- Train new concession stand employees on procedures and policies.
- Enforce health, safety, and food handling guidelines in accordance with local regulations.
- Perform other duties as assigned by the Concession Manager.

### KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge of:** (1) Basic food handling and sanitation practices. (2) Effective communication and teamwork. (3) Time management and multitasking in a fast-paced environment. (4) Conflict resolution and problem-solving.

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**Skill in:** (1) Operating concession stand equipment, including registers and food preparation tools. (2) Effective communication and teamwork. (3) Time management and multitasking in a fast-paced environment. (4) Conflict resolution and problem-solving.

**Ability to:** (1) Supervise and train concession staff. (2) Provide excellent customer service. (3) Maintain accurate records and reports. (4) Work independently and as a pair of a team. (5) Adapt to changing work conditions and schedules.

**EQUIPMENT OPERATED**

This position requires the ability to operate the Point-of-Sale (POS) system. Ability to use food preparation equipment (grill, popcorn machine, slushie machine, etc.). The primary work site is the concession stands at the City of North Ridgeville Shady Drive Complex.

**PHYSICAL DEMANDS AND WORK CONDITIONS**

- Must be able to stand for extended periods.
- Ability to lift and carry up to 30 pounds.
- Exposure to heat, cold, and varying weather conditions.
- Frequent bending, reaching, and repetitive motions.

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**Job Description Approval:**

  
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Authorized Signature

February 20, 2025  
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Date