ASHEVILLE, NORTH CAROLINA

Classification Specification

Assistant Manager, Food and Beverage
Job Code: 8610
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to assist in supervising catering, concessions, and merchandise sales operations at the civic center.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Leads and coordinates daily work activities of assigned staff and volunteers: organizes tasks to complete assigned work; monitors status of work in progress and inspects completed work; assists with complex/problem situations and provides technical expertise; assists with training and instructing assigned staff regarding concessions policies and procedures; and reports problems and issues to supervisor.

Participates in hiring and recruiting processes: sends job descriptions and number of needed staff to Human Resources; participates in recruiting, interviewing, and assessing candidates and volunteers; and conducts new-hire and volunteer training.

Leads and coordinates concessions and catering operations: coordinates staff and volunteer scheduling for events; assists in coordinating catering logistics for in-house needs, including ordering from various vendors; assists with

event set up and break down; and researches and recommends Standard Operating Procedures.

Ensures cleanliness and sanitation of food preparation and service areas comply with established safety and health standards; leads and participates in cleaning and sanitizing surfaces and equipment; maintains related logs and records; and coordinates with local health department to maintain sanitation awareness.

Maintains equipment: inspects refrigeration and natural gas-powered equipment to ensure proper working order and temperature; identifies and performs routine repairs on kitchen equipment; and coordinates complex repairs with supervisor and vendors, as needed.

Orders food and supplies: maintains record of food and supplies in stock; verifies products sold against point-of-sale receipts and inventory records; tracks and ensures adequate stock available for concession and event operations; coordinates and places food and merchandise orders with vendors; receives and properly stores orders; verifies quality, freshness, and completeness of orders against invoices; manages product shelf life to avoid waste or spoilage; and ensures staff is aware of local, state, and national food safety and handling standards and procedures.

Coordinates cash handling processes: distributes monies and cash drawers to assigned employees for events; collects, counts, documents, and deposits monies after events; verifies concessions and merchandise sales match point-of-sale receipts; trains employees regarding cash handling policies; and forwards discrepancies and concerns to supervisor.

Communicates with supervisor, subordinates, other City employees, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, event and staff schedules, inventory logs, event memos, procurement card reports, timesheets, payroll documentation, volunteer contracts, recipes, purchase orders, deposit slips, ticket reports, usage reports, attendance reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; operates general office equipment, point of sale equipment; operates kitchen equipment, forklift, or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Culinary Arts, Business, or a related field required; supplemented by two years of experience in concession and merchandise sales operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications or licensures: ServSafe and Training for Intervention Procedures (TIPS) certifications.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, wetness, humidity, fumes, smoke, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, disease, pathogenic substances, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.