



## **Job: Seasonal (May – September) Concession Manager**

### **General Description:**

The Concession Manager reports directly to the Melody Tent manager and Controller and is responsible for all concessions functions, including food and beverage planning and purchasing, inventory control, staffing, event reconciliation and reporting. Venue concession stands include refreshments such as pizza, ice cream and snacks, soft drinks and alcoholic beverages served to patrons of all ages shows. The Concession Manager develops menus, coordinates product delivery, manages event schedules, stand preparation and set up timelines and responsible for quality control.

### **Duties/Responsibilities**

- Hire, train, schedule and manage concession employees and bartenders in their assigned job responsibilities
- Organize concessions for shows and ensure that each concession station is stocked and staffed
- Oversee and verify tip disbursement as the end of show, ensuring compliance with company and State policy
- Order and receive all food and beverage, manage inventory and inventory control activities
- Maintain all Concession equipment, including cleanliness, maintenance and repair
- Oversee cash management tasks and prepare cash and sales reports as needed
- Manage all financial activity per show to ensure companies cash control system, processing, credit card processing are in compliance and complete all post show reports.
- Educate staff on company policies and procedures
- As needed, address complaints and resolve problems courteously
- Deliver and motivate staff in quality customer services at all times
- Serve as a liaison with Barnstable County Health Department for sign off on certificates, follow and enforce federal, state, local and CDC guidelines and regulations

### **Qualifications:**

- Certified and licensed in safe food handling policies and procedures, including TIPS, ServSafe and Allergen Awareness
- Minimum 3 years management experience in a concessions facility, preferably in entertainment venue
- Hard worker, positive attitude, team leader with excellent communications skills
- Friendly and energetic demeanor, with the ability to stay calm and move quickly during busy times.
- Ability to work cooperatively and effectively with a wide variety of people including management and peers
- Ability to address and handle customer concerns courteously and respectfully
- Organized, responsible, and dependable
- Due to the nature of our business, all staff must be fully vaccinated

### **Physical Demands/ Working Environment:**

- Shifts vary but must be available for ALL show dates in the Season, Mid-June – Mid-September, 2022 (Typically 30-35 events per season)
- Standing and walking for extended periods of time; Able to lift 50 pounds
- Ability to work in fast-paced environment
- Have a valid driver's license and reliable transportation to and from work

### **Compensation:**

- \$37,000 vs. 13% of net profits less verified expenses

*Cape Cod Melody Tent in Hyannis, MA and the South Shore Music Circus in Cohasset, MA, are sister venues, each with a 2300 seating capacity for all-ages. Our venues are seasonal and are tented outdoor theaters. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 70 years.*

Apply at <http://www.melodytent.org/contact/employment-opportunities/> or <http://www.themusiccircus.org/contact/employment-opportunities/>