

Job Description

Title: Side Show Café Manager

Department: Earned Income

Position Reports to: Gaming Manager

Date Revised: May 2018

I. General Summary

The Side Show Café Manager assists with general operations of the café, to include supervision, staffing, scheduling, food and beverage quality assurance, purchasing, customer service, staff training, food preparation and accountability of assets and profitability.

II. Principle Duties and Responsibilities

- Supervise and coach staff.
 - Maintain adequate staffing levels.
 - Schedule staff work hours.
 - Communication directives to maintain or improve levels of performance and follow-up with appropriate action.
 - Assist in profitable management of the café.
 - Monitor and maintain food quality standards.
 - Ensure adequate training to staff of duties.
 - Perform site safety inspections as needed.
 - Comply and support the safety initiatives and policies of the organization, including documenting employee safety issues, Incidents/Accidents and Near Miss reports and maintaining and promoting health and safety standards.
 - Comply with liquor laws.
 - Assure exemplary customer service.
 - Maintain a working environment through which professional and positive interactions with and between staff can occur.
 - Complete daily paperwork, including forms, time cards, purchase orders, inventory forms, etc.
 - Prepare bank deposit and ensure safekeeping.
 - Monitor inventory process.
 - Assist in food preparation and customer service as needed.
 - Participate in supervisor and employee meetings.
 - Provide clear verbal and written communication in the English language.
 - Attendance is required for all scheduled days on a regular basis.
 - Perform other duties as assigned.
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III. Background

Supervision – Manages, trains and motivates the staff in the operation of the Side Show Café.

Confidentiality -This position requires discretion in dealing with staff and the financial information of Café operations.

Mental Application - The work performed in this position is primarily governed by established policies and procedures.

Responsibilities - The position requires someone who is trustworthy and dependable in carrying out the duties of the position while considering the profitable management of the Café and the reputation of the organization.

Contacts - Internal and Public - Internal contacts primarily include the management of the earned income division, the staff of Big Top Bingo, and Human Resources. External contacts include vendors and the general public.

Magnitude and Scope - The position reports to the Gaming Manager and keeps him/her informed of all essential information to ensure the profitability of the Café.

IV. Conditions of Employment

Working Conditions - The position is performed in cramped areas, odors and hot and cold temperatures, standing on concrete and uneven floor surfaces, as well as wet surfaces and noise.

The position is performed in Big Top Bingo which is a non-smoking environment.

Equipment Operations - Must be able to operate necessary Café equipment and train staff in the safe operation of that equipment. Must also be able to operate standard office equipment to include computer, printer, calculator, copy machine, fax, and telephone.

V. Specifications

Education - High School graduate or equivalent knowledge and ability. Knowledge of and proficiency in health and safety practices. Accurate money handling skills.

Experience – A minimum of two years as a food service supervisor in a similar type of food service.

Abilities. - Must have ability to operate and train staff on necessary equipment, manage and coach staff, and assist in the operation of a profitable Café through inventory control and staffing. Must also be able to serve as a role model to staff by providing excellent customer service and professional, positive interactions with the organization's staff. Must be able to work independently as well as part of a team. Must be able to perform multiple tasks concurrently.

VI. Essential Functions

Must be able to speak, read, write, and understand the English language. Must be able to communicate clearly and listen attentively to customers, staff, vendors and other external sources. Must be able to stoop, bend, move throughout the building serving customers, balance, climb, crouch, kneel, reach, sit, twist, stand and perform extensive or repetitive arm/wrist motions and handling. Must be able to read and comprehend required information and accurately complete required paperwork. Exposure to cramped quarters, odors, hot/cold temperatures, standing on wet and uneven concrete floor surfaces, and noise. Must be able to lift/push/pull/carry up to 50 pounds on a regular basis. May be required to perform diverse physical tasks in order to meet position requirements.

(Clearly Print Name)

Employee Print Name _____

Employee Signature _____ **Date** _____