



## **JOB DESCRIPTION**

**TITLE: Food Service Lead**

**TEAM:** Food Service

**DEPARTMENT:** All Food Services Departments

**STATUS:** Non-Exempt

**SUPERVISOR:** Ballpark Manager

**REPORTS TO:** Ballpark Manager

**SUPERVISES:** Foodservice Staff

### **JOB SUMMARY:**

To select, order, receive, stock and manage product within Department budgetary guidelines, policies and procedures; to manage foodservice staff and product in order to maximize sales and superior customer service. To effectively and accurately operate cash systems, and related equipment; to provide ballpark patrons with superior service. To assist in food preparation and maintain production and food safety standards.

### **ESSENTIAL FUNCTIONS:**

- Direct and supervise all Team Members effectively.
- Ensure staff productivity and superior customer service.
- Engage in Team Member performance and discipline processes in a timely manner and according to policy.
- Identify training and development opportunities for Team Members.
- Coordinate staff member work duties with Ballpark Manager.
- Select, order, receive, price, stock and display Department merchandise.
- Travel outside of the ballpark to purchase stock. Driver's License & Proof of Insurance Required.
- Maintain and provide mileage log for reimbursement as required by the IRS.
- Handle Department damaged/out of date product according to Department procedures.
- Review Department invoices for accuracy.
- Meet with product vendors as directed.
- Participate in Department inventories.
- Maintain order records and product information files.
- Meet/work with other Team Members to achieve Team goals.
- Perform Department inventories as directed.
- Assist customers as needed.

- Report safety violations or concerns to Ballpark Manager.
- Ensure Department sanitation.
- Report security concerns to security staff.
- Assist in production of food and proper rotation of ingredients.
  - Chop, dice, slice, mince and portion a variety of foods in for the snack shack.
  - Operate the grill, making all burgers and other items to ballpark standards.
  - Prepare Snack Shack dishes and food items.
- Greet customers cheerfully and professionally.
- Collect money in the form of cash and tender accurate change.
- Accurately and efficiently “ring up” customer purchases.
- Process all types of sales transactions including, but not limited to, credit cards, debit cards, and cash.
- Report tips daily to be taxed in accordance with California Law.
- Observe safe work habits.
- Adhere to all local, state, federal and civil codes.
- Other duties and assignments as directed.

***Safety and Sanitation:***

- Maintains neat professional appearance and observes personal cleanliness at all times.
- Adheres to state and local health and safety regulations.
- Practices proper lifting techniques and personal safety precautions.
- Maintains a clean, organized work area at all times.
- Maintains complete knowledge of correct maintenance and use of equipment; use equipment and tools only as intended, properly and safely.
- Watches ballpark floor at all times for potential hazards (spills, debris, fallen items) and takes action as necessary or informs appropriate team member.
- As applicable, practices proper food handling including sanitizing of work surfaces, proper hand washing, etc.

***Interpersonal***

- Listens and communicates well with staff, managers, and guests.
- Accepts constructive criticism well. Provides constructive criticism in an appropriate manner.
- Works well under pressure and maintains a positive and productive energy-level.
- Shows professionalism and poise when dealing with customers and co-workers.
- Demonstrates a sense of urgency and a commitment to providing excellent service to our guests.
- Stays on task. During down time finds work related tasks to perform, or asks a supervisor for additional tasks.

***Administrative***

- Knows and understands the Humboldt Crabs Mission Statement and practices its values daily.
- Adheres to all ballpark policies, rules and regulations and code of conduct.
- Reads and remains current on all organization communications and information.
- Able to work Weekends and Weekdays, Nights and Mornings.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

## **QUALIFICATIONS:**

### **Required**

- Possess current Food Handler's card.
- 2 years food services or relevant experience.
- Ability to satisfactorily perform duties and responsibilities described above in a timely manner.
- Ability to take direction from others.
- Ability to organize and direct staff.
- Ability to work effectively as a Team Member.
- Ability to prioritize duties when faced with interruptions, fluctuating work load.
- Excellent problem solving skills.
- English language proficiency, both speaking and reading.

### **Preferred**

- Passion for food! Passion for people! Passion for baseball!
- Ability to satisfactorily perform duties and responsibilities described above in a timely manner.
- Ability to take direction from others.
- Ability to work effectively as a Team Member.
- Ability to communicate effectively with Team Members and Managers.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The physical demands and work environment characteristics described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Kitchen setting within a fast-paced ballpark.
- Must be able to push, pull or lift up to 30 lbs. frequently.
- Must be able to push, pull or lift up to 50 lbs. infrequently.
- Occasional exposure to hot and cold temperatures and inclement weather conditions.
- While performing the duties of this job, the Team Member is occasionally required to stand, walk, climb stairs, balance, stoop, kneel, crouch, crawl and/or sit up to eight hours per day.
- Must be able to perform functions with repetitive wrist and arm motion.

- Hearing and talking sufficient enough to communicate with co-workers.
- Specific vision abilities include close vision, vision sufficient enough to read, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Independent mobility through the ballpark.

This position description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change, or be eliminated. Team Members are always expected to follow their supervisors' instructions and to perform the tasks requested by their supervisors. All Team Members are employed on an "at will" basis; this means that your continued employment, regardless of your employment status, or the amount of time served is at the will of Humboldt Crabs Baseball.

**APPROVAL**

I have read, and understand, the duties that are outlined in this document and hereby agree to the tasks and expectations as provided.

\_\_\_\_\_ Signature

Date

\_\_\_\_\_

Printed Name