

Lincoln Children's Zoo

Job Title: Safari Cafe Manager

rev. 3/10

Department: Concessions

Department Leader: Director of Business Operations and Visitor Services

Personnel Classification: Supervisory / Seasonal Fulltime 34+ hours / Non - Exempt

Position Pay Range: TBD based on experience

Position Summary: The Manager position must maintain an impeccable food service area while producing quality food products for the visitors of the Zoo. Must maintain establishment in accordance with all Lancaster County Health Department codes and regulations. Must control waste and usage to meet budgeted food and labor projections. Must be able to supervise, train and mentor employees to ensure a quality of product and service to Zoo visitors.

Principle Duties:

- Ensure prompt, efficient, and friendly service at all times
- Maintain cleanliness and general appearance of facility at all times
- Ensure that all food orders are in above standard quality
- Ensure staffing levels are up to the required levels to maintain standards above mentioned and within budget determined
 - Ensure that all staff are dressed correctly and in a tidy appearance
 - Staff turnover must be limited to 25%
- Ensure that issuing and control of keys is handled efficiently and that staff are aware of the importance of security
- Maintain inventory levels appropriate to weekly and budgetary needs
- Complete Inventory, labor, and daily cash reports as required in timely and accurate manner
- Must maintain expenses at or below approved budget
- Must maintain minimal waste of inventory by proper food preparation and rotation
- Ensure customer satisfaction, handle complaints in professional manner
- Reinforce standards and policies by providing training and supervision of staff in all areas needed to maintain establishment
- Monitor staff performance in order to identify training needs and the potential for promotions
- Fairly and constructively carry out discipline
- Observe trends and new ideas in the market place in order to improve facility
- Work schedule varies and will include some weekends, evenings and holidays
- Other duties as assigned

Required Qualifications:

- High School diploma or equivalent
- Minimum 3 years experience in a customer service related field
- Minimum 2 years experience in a supervisory capacity
- Must have Level III Food Handlers Permit or obtain within 14 days
- Experience in the following: Microsoft Office, Word, and Excel a bonus
- Excellent communication & strong organizational skills
- Demonstrated ability to work independently and with little supervision
- Excellent skill in working cooperatively with all staff members
- Must be able to lift up to 35 lbs, stand for long periods, and withstand high humid hot conditions