

Job/Position Title: Concessions Manager

Title of Position to Whom this job reports:

Box Office Manager

The following positions report to this job:

Volunteer Concessions ushers

Position Purpose: This position is part time, hourly (non exempt). The purpose of the Concessions Manager position is to deliver the best customer service experience to patrons while representing ACT. This position is responsible for all concessions interactions and ensures that alcohol isn't sold to minors or oversold to patrons.

Key Tasks, Duties, Roles & Responsibilities:

- Manage concessions stock and report low inventory
- Customer service
- Ability to work Square or merchant services
- Check IDs when age is in question - monitor sales so patrons are not overserved
- Delegate tasks to volunteer ushers
- Prep all concessions items for sale (make coffee, display items)
- Clean up concessions area at the end of the evening
- Reconcile cash drawer
- Recycling collections
- Any other duties as assigned by supervisory staff

Key Technical Skills & Knowledge required for the position:

- Basic math and cash management
- Must be able to lift up to 40 lbs
- Friendly customer service
- Merchant service knowledge (mainly the Square/credit cards)
- ALE law compliance understanding

Key Success Factors & Interpersonal Competencies required for the position:

- The ability to handle high volume of rapid service
- Ability to defuse stressful situations
- Ability to train volunteers to perform concessions sales
- Delegation of tasks to the volunteers
- Remain friendly to all guests and staff

Performance Measures used to evaluate effectiveness in position:

- Lack of customer complaints
- Organization of concessions to manage lines during intermission
- Completing Checklist