**POSITION: Snack Bar Manager**

**REPORTS TO:** TRAC General Manager

**HOURS OF WORK:** Part-time; Mon-Thurs evenings, weekends and holidays

**LOCATION:** Toronto Rock Athletic Centre - 1132 Invicta Drive, Oakville, ON

**SALARY**: Hourly Rate ($17.50/hr)

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## NATURE & SCOPE

Reporting to the Toronto Rock Athletic Centre (TRAC) General Manager, the Snack Bar Manager will be responsible for performing a variety of duties within the snack bar which may include completing customer transactions, cleaning the foods or stock areas, maintaining inventory, completing orders, maintaining spreadsheets and performing all other responsibilities as directed by management. The position works a maximum of 24 hours per week with a flexible schedule that will include evenings and weekends.

**MAJOR RESPONSIBILITIES:**

* Performs simple food preparation and serves food and drinks at the TRAC Snack Bar. Facilitates a friendly, hospitable environment.
* Stays familiar with, and accurately describes menu items and their preparation. Ensures accuracy and quality of orders and service with intent to provide the highest level of guest satisfaction.
* Takes the lead in planning and implementing a cost-effective snack bar menu, ensuring the stand operates efficiently and provides quality foods and services at a fair price; researches new products that are considered a healthier alternative to standard snack bar fare.
* Provides prompt and efficient customer service. Maintains a professional appearance at all times wearing a staff shirt.
* Performs Snack Bar opening and closing procedures (prepare check lists). Writes new policies and procedures as needed to make the snack bar run effectively.
* Directs and oversees the general upkeep and custodial duties in all snack bar areas; assures proper cleaning techniques with Health Department guidelines are utilized; observes food serve safe practices (including wearing gloves while handling food); develop and maintain records for Health Department with regards to food safety procedures. Keeps production and service areas clean and orderly during the shift. Upon closing, ensures all unused food is discarded, machines cleaned and all surfaces are wiped down at closing.
* Completes appropriate snack bar orders; performs inventory on a regular basis on products; receives orders and ensures they are properly stored to Health Department standards; properly plans for busy seasons and special events; ensures Accounting Department receives invoices in a timely manner.
* Processes sales through the Point-of-Sale system. Completes transactions and closing paperwork and balancing of cash float accurately and timely. This includes ensuring that products are properly entered into system by type. Handles all cash and/or credit cards for payment following all standard operating procedures.
* Conduct a general pick-up of debris, dry mop/sweep as necessary, and empty waste receptacles/replace bags.
* Position requires customer service experience in dealing with guest and tenant questions regarding the facility and/or bookings and requires calm/composure in dealing with complaints and/or incidents.
* Knowledge of facility Code of Conduct.

**KNOWLEDGE & SKILLS**

Skills and Competencies:

* Outgoing, friendly, and possess good customer relations
* Greet patrons as they first arrive in the facility
* Politely deal with difficult people and customers
* Ability to operate cash register, make correct change and credit card equipment
* Establish and maintain effective working relationships with co-workers, supervisors and the general public
* A team player who is able to be self-motivated with little supervision with the ability to plan, analyze and solve problems
* Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant policies and procedures

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

* The employee is required to stand for long periods of time and must be able to move around the work environment
* Ability to lift and/or move up to 25 lbs. as required.