

MANAGER-VESSEL FOOD & RETAIL

Location: Cape May, NJ

Salary: \$60,592 - \$71,285 (Grade J)

Opening Date: June 27, 2018

Closing Date: July 25, 2018

I. POSITION SUMMARY

The Manager of Vessel Food & Retail oversees the development, planning, operation, and administration of Food & Retail activities on Cape May-Lewes Ferry (CMLF) vessels in compliance with applicable local, state and federal regulations. This position is the primary Food & Retail contact for day to day operations, maintenance and emergency preparedness on CMLF Vessels. This position promotes the development and growth of Authority Food & Retail activities by contributing to the development and implementation of marketing plans. This position is considered essential and is subject to call 24 hours a day as may be necessary to maintain continuous operation of the Authority facilities. This position will report to the Assistant Superintendent of Food and Retail.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain the highest consistent standards of the Delaware River and Bay Authority (DRBA)
- Maintain the highest customer service standards at all times
- Provide leadership for the day to day vessel food & retail operations by frequently riding the vessels to become familiar with the Food & Retail vessel facilities, supervision and personnel
- Ensure all employees adhere to DRBA policies and standards
- Investigate and resolve complaints concerning food quality and service
- Enforce sanitary practices for food handling, general cleanliness and maintenance of dining areas
- Participates in regular emergency preparedness safety drills on all vessels
- Participates in the development, administration and monitoring of the vessel's annual operating budget
- Manages and develops the vessel Food & Retail staff ; is responsible for completing and overseeing the weekly vessel staffing schedule
- Participates in the development of marketing and branding strategy
- Provides support at Authority sponsored underway events and shore side events as needed
- Develops and conducts relevant, site-specific training programs for staff
- Develops and implements site-specific contingency plans
- Oversees the management and supervision of the special events on the vessels and assists with landside events as needed
- Oversees and monitors the vessel Food & Retail inventory on the vessels and ensures the completion of the monthly vessel inventory
- Acts as primary point-of-contact for regulatory agencies, vendors, and customers to address operational and facilities issues relating to Food & Retail
- Oversees the Food & Retail equipment on the vessels and enters equipment maintenance work orders into the MUNIS and HELM Connect work order system
- Perform additional tasks as assigned by Food & Retail Superintendent and Assistant Superintendent

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong knowledge of all local, state and federal laws, regulations, and certification requirements applying to Food & Retail activities
- Knowledge of management principles and practices relating to food, retail and catering operations, safety, and maintenance
- Knowledge of budgeting and financial practices related to Food & Retail management
- Knowledge of marketing relating to the expansion and growth of Food & Retail operations
- Demonstrated knowledge of vessel emergency and safety procedures
- Demonstrated ability to train and manage Food & Retail staff
- Lead and motivate professional and administrative level staff
- Identify, develop, and implement strategic and tactical plans and solutions
- Possess effective oral and written communication skills
- Demonstrates proficiency in Microsoft Excel, Word and Power Point programs
- Ability to use Social Media to include Facebook, Twitter and Instagram
- Ability to provide excellent customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree in hospitality or food-related discipline or appropriate equivalent experience
- Four (4) years of experience in a related field
- Three (3) years of experience in related supervisory roles

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Obtain Food Protection Serv Safe Certification within (6) months of employment
- Obtain Delaware Alcohol Server Certification within (6) months of employment
- Ability to obtain valid U.S. Coast Guard document within (6) months of employment
- Ability to obtain Transportation Worker Identification Card (TWIC) within (6) months of employment

VI. WORK CONDITIONS

- Spend 60% of the time standing
- 80% of the time will be required to work on vessel
- Direct contact with customers, managers and employees
- Flexible in changing environment
- Must be able to carry loads greater than 35 pounds and able to transport 70 pounds regularly

VII. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a pre-employment drug test, physical and background check including credit
- Must be willing and available for duty at such hours, day or night, as may be required
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.