

CASUAL SENIOR FOOD & RETAIL SUPERVISOR

Location: Cape May, NJ

Hourly Rate: \$18.25

Opening Date: April 13, 2018

Closing Date: Until Filled

I. POSITION SUMMARY

The casual Senior Food & Retail Supervisor is responsible for performing a wide variety of functions required in the daily operations of the food court, OTR (On the Rocks) Bar & Grill and retail/gift shop operations. This position consists of overseeing and supervising the food court area, OTR and gift shop staff and requisitioning, maintaining displays and stocking of food, beverage and retail supplies. This position is responsible for the cleanliness of the food court, OTR, gift shop and storage areas. This position will act as the Terminal Manager and oversee all Food & Retail operations when the Terminal Manager is not on site and must comply with the Food & Retail Uniform Policy. Employees must be familiar with, and ensure compliance with FDA health and safety regulations. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises staff and systems associated with all terminal food and retail operations
- Maintains the highest consistent standards of the DRBA
- Maintains the highest Customer Service Standards at all times
- Ensure all employees adhere to the 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
- Requisitions and receives merchandise from warehouse as needed to maintain established par stock levels
- Operates, and/or supervises staff in the operation of a point-of-sale (POS) cash register, ensuring the accurate processing of all sales transactions, including collecting cash and/or credit card payments and making change on cash sales, as needed, along with processing refunds and/or discounts
- Provides training for staff in the areas of food and beverage service, retail marketing, customer service, POS system operation, money handling procedures and DRBA/CMLF policies and procedures
- Assist customers by providing information and answering questions
- Displays and promotes merchandise by stocking shelves, counters and racks; maintains food court, bars, gift shop and storage areas in a clean, neat and attractive condition
- Ensure accurate recording and logging of food temperatures of commissary deliveries to the vessels and correct storing and rotation of this product per FDA guidelines

- Records daily communications and corresponds via email with the nightly Daily Wrap when in the position of the acting Terminal Manager.
- Communicates when necessary via email or phone to various department heads as necessary
- Assist with relevant, site-specific training programs for staff
- Assist with maintaining and controlling inventory, assist with taking physical inventory and ordering activities
- Report maintenance issues to Food and Retail Terminal Manager
- Performs all tasks and duties assigned by Manager
- Provide the highest level of customer service and professionalism to all internal and external customers
- Assist with Special Events

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrate ability to train, motivate and supervise Food & Retail staff
- General knowledge of food handling, beverage service, and, retail/gift shop procedures and merchandise
- Proficient in operation of cash register/POS system
- Knowledge of safe work practices
- Ability to keep records and maintain inventory and supplies at established par levels
- Ability to effectively communicate with guests, co-workers and managers
- Occasional lifting and/or carrying of up to 50 pounds (the assistance of another person and/or a mechanical device is recommended for anything over 50 pounds)
- Occasional stooping, crouching, bending, kneeling, twisting and/or full limb extension; up to 100% of working day will be spent standing and/or walking
- Occasional use of cleaning chemicals (see MSDS sheets)
- May require working in temperature conditions exceeding 90°F and working over or near high temperature equipment (up to 450°F); occasional exposure to below-freezing temperatures (walk-in freezer)
- Ability to establish and maintain effective working relationships
- Possess effective oral and written communication skill

IV. REQUIRED EDUCATION AND EXPERIENCE

- Must be at least **21** years old
- High school diploma or equivalent or equivalent related experience
- Previous experience in food service and/ or other retail supervision of three years or more is preferred, but not required

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- ServSafe Certification is required within 45 days of starting
- Alcohol Awareness certification

VI. ADDITIONAL REQUIREMENTS

- Subject to a background investigation and pre-employment drug testing
- 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
- 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
- Required to conform to established dress code while on duty
- Required to comply with established dress and jewelry code while on duty

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