

CASUAL FOOD & RETAIL VESSEL SUPERVISOR

Location: Aboard Vessels out of Cape May, NJ and Lewes, DE

Hourly Rate: \$18.50 (plus \$1.50 per hour premium)

Opening Date: February 8, 2024

Closing Date: Until Filled

I. POSITION SUMMARY

The casual Food & Retail Team Lead is responsible for performing a wide variety of functions required in food, bar, and retail operations aboard the vessels. The work consists of coordinating staff, food and beverage preparation, requisitioning and stocking food, beverage and retail products, and maintaining displays of these products. All employees in this position are responsible for the cleanliness of the food court, bars, gift shop and storage areas. 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

- 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
- Ensures compliance with FDA health and safety regulations
- Ensure accurate recording and logging of food temperatures of commissary deliveries from Terminal Kitchens and correct storing and rotation of this product per FDA guidelines
- Cooks and prepares a wide variety of foods/beverages following procedures
- Requisitions and receives merchandise from warehouse, as needed to maintain established par stock levels
- Record information in Daily Log as required by Manager
- Operates, 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
- Maintain accurate inventory records, as required; assist with taking physical inventory, as assigned
- Responsible for following established safety practices while performing duties to protect self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, DRBA equipment and facilities
- Performs other related duties, as assigned, by the Managers
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of food handling, beverage service, and retail/gift shop procedures and merchandise
- Knowledge of food and beverage preparation and presentation and the ability to follow prepared recipes
- Proficient in operation of cash register/POS system
- Knowledge of safe work practices; knowledge of shipboard hazards, when working aboard vessels
- Ability to keep records and maintain inventory and supplies at established par levels
- Ability to effectively communicate with guests, co-workers and supervisors
- 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 SDS 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
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. TYPICAL WORK ENVIRONMENTS

- Commercial Foodservice Operation / Kitchen Facilities/ Cooking Stations / Bars / Gift Shop (Retail Point-of-Sale) aboard vessel

V. LICENSES, REGISTRATIONS AND/OR CERTIFICATES

- ServSafe Certification is required within 45 days of starting (training and testing assistance is available)
- ABC certification required within 30 days of starting (training and testing assistance is available)

VI. REQUIRED EDUCATION AND EXPERIENCE

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

VII. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a background check and pre-employment drug test
- 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 comply with established dress and jewelry code while on duty
- Must be available to work irregular hours and adapt to variable workloads and tempos

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.