

JOB POSTING

Job Title: Concession Supervisor

Location: The Orange Hub Theatres, 10045 156 St NW, Edmonton, AB T5P 2P7

About Grindstone Theatre:

Founded in 2011 Grindstone Theatre is a dynamic and innovative non-profit arts organization dedicated to producing high-quality theatrical productions that entertain, inspire, and engage audiences. With a focus on emerging artists, improv and musical comedy, we strive to advance arts and culture in Edmonton through all our artistic endeavors.

About The Orange HUB Theatres:

The Orange Hub is a dynamic arts and cultural center committed to providing a platform for local artists and fostering community engagement through a diverse range of performances, events, and workshops. As a hub for creativity and innovation, we strive to create inclusive and accessible experiences that inspire and connect audiences of all backgrounds.

Job Description:

We are seeking a motivated and customer-focused Concession Supervisor to oversee the operations of the concession stand at The Orange Hub Theatres. The Concession Supervisor will be responsible for managing concession staff, ensuring the efficient and hygienic preparation of food and beverages, providing exceptional customer service to patrons, and will be the primary team member responsible for providing concession support for all performances and events.

Roles and Responsibilities

Concession Operations Management:

- Be the lead Concession member, present for each event or scheduling an alternative supervisor.
- Work with the Operations Manager to open the new venue, responsible for setting up the work space and developing operational procedures.
- Supervise concession staff in the preparation, and serving of snacks and beverages, ensuring adherence to food safety and hygiene standards at all times.
- Monitor inventory levels of food and beverage items, placing orders with suppliers as needed and rotating stock to minimize waste and spoilage.
- Ensure that the concession stand is clean, organized, and well-stocked at all times, and that all equipment is properly maintained and in good working condition.

Customer Service Excellence:

- Train concession staff on customer service best practices, including how to greet patrons, take orders, and handle transactions in a friendly and efficient manner.
- Serve as a point of contact for patrons, providing information about menu items, pricing, and dietary restrictions, and addressing any concerns or complaints promptly and professionally.
- Monitor customer feedback and satisfaction levels, implementing strategies to improve the quality of service and enhance the overall customer experience.

Staff Management and Training:

- Recruit, hire, and train concession staff, ensuring that they are properly trained on food preparation techniques, safety procedures, and customer service standards.
- Schedule concession staff effectively to ensure adequate coverage during peak hours and special events, adjusting staffing levels as needed based on attendance projections and workload demands.
- Provide ongoing coaching, feedback, and performance evaluations to concession staff, recognizing achievements and addressing any performance issues or areas for improvement.

Financial Reporting and Reconciliation:

- Oversee the daily reconciliation of cash registers, ensuring accuracy and completeness of sales transactions and deposits.
- Prepare daily, weekly, and monthly reports on concession sales, revenue projections, and inventory levels, analyzing data to identify trends and opportunities for revenue growth.
- Assist with the preparation of annual budget forecasts and cost projections for the concession department, collaborating with finance and accounting teams as needed.

Qualifications:

- High school diploma or equivalent (required); Bachelor's degree or diploma in Hospitality Management or related field (preferred).
- Minimum of 2-3 years of experience in food service, hospitality, or retail, with at least 1 year in a supervisory or leadership role.
- Strong leadership and communication skills, with the ability to motivate and inspire a team of diverse individuals to achieve common goals.
- Knowledge of food safety and hygiene regulations, with certification in food handling and sanitation (e.g., ServSafe) preferred.
- Excellent organizational and problem-solving abilities, with a keen attention to detail and the ability to manage multiple tasks and priorities in a fast-paced environment.
- Commitment to providing outstanding customer service and creating positive experiences for patrons, with a passion for the arts and a dedication to promoting accessibility and inclusion.

How to Apply:

Please submit your resume and cover letter outlining your relevant experience and qualifications to tlocke@grindstonetheatre.ca with the subject line "Concession Supervisor Application - [Your Name]". In your cover letter, please include why you are interested in joining The Orange Hub Theatres and how your experience aligns with the responsibilities of the role.

Grindstone Theatre Society is an equal opportunity employer and welcomes applications from individuals of all backgrounds and experiences. We thank all applicants for their interest, but only those selected for an interview will be contacted.

POSITION DETAILS

Schedule/Wage:

- \$20/hour
- Available for evenings and weekends, hours dependent on theatre bookings.