



JOB ANNOUNCEMENT
Manager, Concessions

South Coast Botanic Garden is an 87-acre destination that provides nature discovery and unique programming. With the unveiling of the stunning Dorothy and John Bohannon Rose Garden, a show-stopping Living Wall, a long-term exhibit of eight remarkable largescale works of fine art sculpture, and seasonal butterfly pavilion, the Garden has elevated its presentation of ornamental horticulture and experiences for all. There is even more excitement to come, with a long-range Vision Plan that will transform the guest experience, including the creation of a 3.5-acre Children and Family Garden scheduled for completion in the coming year. There's never been a better time to join this dynamic team!

POSITION TITLE:
Manager, Concessions

REPORTING RELATIONSHIP:
Reports to Senior Director, Special Events, Filming and Concessions

JOB SUMMARY:
South Coast Botanic Garden is searching for a Concessions Manager with knowledge of food, wine and cocktails that is dedicated to creating extraordinary culinary experiences for guests. Our ideal candidate has a strong knowledge of business financials by monitoring an annual budget, labor control, operating expenses and P&Ls. You'll use your skills to lead, inspire and collaborate with a dedicated group of talented team members.

RESPONSIBILITIES:

- Managing day-to day operations for multiple outlets within the Garden with a strong focus on guest satisfaction
- Responsible for execution of Concessions operation during all events, financial oversight of labor costs and menu development, equipment cleanliness and maintenance, and operational efficiencies
- Designing new recipes for a fast casual concept called Dottie's, plate cost and pricing, planning grab and go menus and inventory control
- Train, develop and support employees to ensure hospitality, efficiency and quality is delivered through all aspects of the operation
- Ability to prepare food and beverage for service, holding and storing
- Accountable for all scheduling and supervision of team members
- Reviews financial statements and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement
- Completes accurate and necessary administrative duties to include, but not limited to: workforce planning, training, sales tracking, labor tracking, inventories, ordering, invoice review and approval for account payables, and P&L accounting
- Establish standard operating procedures for supervising all front of the house associates while inspiring and motivating them to promote the concept
- Establish standard operating procedures in the front and back of the house and ensure those procedures are enforced to ensure food and menu specifications, food handling and food safety requirements (in compliance with Health Department standards), and receiving and storage procedures

- Handle and report product orders, inventory and sales
- Follows procedures to maintain the safety and security of all employees, customers and company assets

REQUIREMENTS:

- Self-motivated, organized, especially detail-oriented, and adaptable
- Ability to meet deadlines; coordinate multiple events, projects and tasks simultaneously; prioritize duties; and work independently as well as part of a team
- Excellent communication skills, including writing, proofreading skills and speaking
- Excellent interpersonal skills both in person and by phone, with high professionalism
- Strong customer service ethic and high expectations for quality service delivery
- Ability to work in a fast-paced environment and remain flexible, professional, client-focused and positive
- Ability to recognize problems and to take appropriate actions toward solutions
- Create and maintain positive community relationships
- Ability to lift 20 lbs

QUALIFICATIONS:

- Bachelor's degree preferred or significant work experience
- Minimum 2-3 years of experience in a Supervisor role
- Minimum 2-3 years of experience in a hospitality/restaurant/hotel related position
- Ability to forecast how much food and beverage is needed
- Ability to delegate tasks
- Great leadership abilities
- Deep knowledge of the food industry
- Strong wine and bar knowledge
- ServSafe Manager Certification and Training for Intervention Procedures (TIPS) certifications required
- Customer-oriented mindset
- Ability to communicate with all levels of staff
- Ability to create reports
- Respect for a diversity of cultures
- Proficient use of the latest versions of Microsoft Word, Excel, PowerPoint, Access and mail merges; email and web searches
- Familiarity with Photoshop and Illustrator
- High level of comfort with technology and the ability to learn new software
- Basic mathematical skills
- Basic understanding of legal contract language

Position is full-time, non-exempt. Must be available weekdays, weekday evenings, some holidays, and most weekends. Please submit your cover letter and resume to christinac@southcoastbotanicgarden.org to apply.

The Foundation is dedicated to a practice of diversity, inclusion, access and equity for all employees and visitors.