



JOB ANNOUNCEMENT
Coordinator, 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:

Coordinator, Concessions

REPORTING RELATIONSHIP:

Reports to Manager, Concessions

JOB SUMMARY:

South Coast Botanic Garden is searching for a Concessions Coordinator with knowledge of food, wine and cocktails that is dedicated to creating extraordinary culinary experiences for guests. The Concessions Coordinator is responsible for supporting the Concession Manager in addition to preparing and serving food and drinks for guests in a professional, courteous and timely manner, all the while providing outstanding service to our guests along the way.

RESPONSIBILITIES:

- Coordinate day-to day operations for multiple outlets within the Garden with a strong focus on guest satisfaction
- Possess a wide range of drink recipes and be able to mix drinks accurately, quickly and without waste
- Maintain concession stock by ordering or requisitioning food, beverages, condiments and supplies
- Prepare alcohol or non-alcohol beverages for concessions and private event patrons
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish concessions inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations
- Prepare food and beverage for service, holding and storing
- Set up concessions trailers and bars as needed for service

- Collect payment and operate P.O.S. computer quickly and efficiently
- Train incoming staff and provide ongoing training to existing staff
- Follow 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
- Assist Concessions Manager in the handling and reporting of 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 30 lbs
- Ability to remain standing for the entire length of shift

QUALIFICATIONS:

- Minimum 2-3 years of experience in a hospitality/restaurant/hotel related position
- Great customer service abilities
- Strong 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
- 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
- High level of comfort with technology and the ability to learn new software
- Basic mathematical skills
- Basic understanding of legal contract language

Position is part-time, non-exempt. Must be available weekdays, weekday evenings, some holidays, and most weekends. The pay rate is \$18.00 per hour. 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.