



**JOB ANNOUNCEMENT**  
**Manager, Concessions**

South Coast Botanic Garden's mission is to connect ALL to the wonders of nature and create experiences that inspire stewardship and sustainability. The 87-acre destination is an oasis of formal gardens and natural walking trails founded atop the most unlikely of beginnings – a sanitary landfill. Today, the South Coast Botanic Garden stands as a testament to the regenerative power of nature and the possibilities for land reclamation. The stunning Dorothy and John Bohannon Rose Garden is a signature experience, along with the show-stopping Living Wall, a long-term exhibit of eight remarkable largescale works of fine art sculpture, and seasonal butterfly pavilion. Programs invite guests to interact with nature through music, craft, science and wellness activities. There is even more excitement to come, with the creation of a 3.5-acre Marilyn and John Long Children and Family Garden scheduled for completion in the coming year. There has 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 seeking a Manager, Concessions with extensive knowledge of food, wine and cocktails. We seek to create a special amenity within the Garden experience, to enhance the visit for our guests and provide new revenue for the charitable organization. The position oversees our day-to-day concessions operation, the seasonal light show experience concessions and beverage catering for facility rental clients. This position will need the ability to apply creativity to identify menu offerings that fit within an established budget and vendor means, while also bringing strong knowledge of budget management, labor control and P&Ls. This position will lead, inspire and collaborate with a dedicated group of talented team members.

**RESPONSIBILITIES:** Including, but not limited to:

- Manage day-to day operations for multiple events within the Garden with a strong focus on guest satisfaction
- Responsible for the overseeing concessions operations during all events, including financial oversight of labor costs and menu development, equipment cleanliness and maintenance, and operational efficiencies
- Design new menu offerings for a fast, casual concept with consideration of plate cost and pricing, planning grab and go menus and inventory control
- Oversee, train, develop and support a team of 5 to 10 part-time and temporary employees to ensure excellence in hospitality, efficiency and quality
- Create an employee workplace culture of gratitude for our visitors, striving for excellent experiences as an outcome
- Ability to prepare food and beverage for service, holding and storing
- Accountable for scheduling and supervision of team members

- Review financial statements and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement
- Complete accurate administrative duties to include, but not limited to: workforce planning and training, sales tracking, labor tracking, conducting inventory, ordering supplies, reviewing invoices, approving account payables, and P&L accounting
- Establish standard operating procedures for supervising all front of the house associates and ensure they are followed. This includes transparent procedures for tip management and cash handling.
- Establish standard operating procedures in the front and back of the house and ensure those procedures are enforced to meet food and menu specifications, food handling and food safety requirements in compliance with Health Department standards, and receiving and storage protocols
- Process and report product orders, inventory and sales
- Follow procedures to maintain the safety and security of employees, clients and company assets

#### **REQUIREMENTS:**

- Extensive knowledge of the food industry, food preparation and storage, and wine selections
- Ability to forecast how much food and beverage will be needed
- Strong knowledge in wine and bar beverages
- 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
- Ability to delegate tasks
- Excellent verbal and written communication skills: including proofreading skills
- Excellent interpersonal skills both in person and by phone, with high degree of 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 and escalate to senior management as needed
- Create and maintain positive community relationships
- Strong leadership abilities
- Customer service-oriented mindset
- Ability to communicate with all levels of staff
- Ability to create reports
- Proficiency in MS Office Suite and Google Suite with ability to quickly become proficient with in-house software, including Altru, Square and CalendarWiz
- Familiarity with Photoshop and Illustrator
- Basic mathematical skills
- Basic understanding of legal contract language
- Maintain high standards of productivity, cooperation, attendance and efficiency
- Promote the mission of the Garden
- Follow branding and communications standards established for the Garden
- Maintain a positive public image for the Garden
- Ability to lift up to 20 pounds regularly
- Requires prolonged standing and/or sitting
- Ability to operate Garden vehicles

#### **QUALIFICATIONS:**

- Bachelor's degree preferred or equivalent 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
- ServSafe Manager Certification and Training for Intervention Procedures (TIPS) certifications required
- Valid current driver's license required

Position is full-time, non-exempt. Must be available weekdays, weekday evenings, most holidays and most weekends. Pay range is \$22-\$25 per hour. Please submit your cover letter and resume to [michaelh@southcoastbotanicgarden.org](mailto:michaelh@southcoastbotanicgarden.org) to apply.

South Coast Botanic Garden Foundation is dedicated to a practice of diversity, inclusion, access and equity for all employees and visitors.