



Westerner Park is Western Canada's Event Centre...Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing.

Food Services, Assistant Manager - Concessions is a key member of the Westerner Park Food and Beverage Team. The Food Services, Assistant Manager - Concessions will lead by example in their responsibility in oversight of Concessions including processes, standards, and people to create a consistent positive guest experience while ensuring regulation and compliance standards are maintained. This is an exciting opportunity for a high energy, service oriented individual who has a passion for engaging teams and is interested in being part of a new era at Westerner Park.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Food Services Assistant Manager - Concessions is responsible for:

- Approve Concession stand openings referencing historical data and staffing patterns, and incorporating financial return and patron attendance levels
- Responsible for the ongoing cleanliness and sanitation of assigned areas of supervision
- Oversee staffing levels of the Concession or Bar areas, and adjust as necessary through the Employee Coordinator. Convey the opening of business units through the distribution of a staffing template for each event. Ensure that the Warehouse and Cash Office are included in the distribution list
- Ensure staff uniforms are in compliance with organizational guidelines
- Provide and maintain the integrity of all financial controls, ensuring the security of all Company assets, both negotiable and non-negotiable
- Ensure that stock is rotated
- Plan, organize, control, and prepare production levels for applicable areas incorporating quality control; ensure production levels meet demand, and that product is wholesome, and of high quality with respect to ingredients and presentation; consider the use of "production sheets" at known events; evaluate plan results
- Physically attend and participate in all areas as it relates to the delivery of food services in assigned areas
- Fiscally manage and control costs for assigned areas, inclusive of food COS and labor
- Prepare marketing plans to increase per capita consumption during events
- Provide employees with performance feedback; initiate/participate in employee disciplinary and promotion processes; provide and forward documentation to the Event Coordinator or HR
- Convey and enforce all Company policies; participate in the development and modification of new and existing policies
- Compliance to all regulatory requirements inclusive, but not limited to, health and sanitation codes, Workers' Compensation standards, Alberta labor standards, and AGLC guidelines
- Provide a safe and productive working environment for both guests and employees through ensuring regular maintenance is performed in assigned areas
- Assess and initiate equipment repairs and deficiencies through the use of a common document. Follow up on repair/deficiency remedies



- Manage the POS system including uploading circulating ads through BOH, and deleting the ads through individual tills; ensure till pricing and menu descriptions are current, and that "void" and "no sale" function keys are controlled by Supervisors/Managers
- Ensure WCB and "near miss" reports are forwarded to the Employee Coordinator the following business day after an incident
- Create and maintain a bi-weekly staff schedule for Floor Supervisors and support staff in perpetuity; approve payroll input
- Train Floor Supervisors and monitor execution of duties
- Monitor and initiate preventative maintenance and good business practices including, but not limited to, ice cream tear downs, HVAC maintenance routines, stand cleaning, stock rotation, fryer and grill cleaning, beer line and refrigeration maintenance, uniform and name tag inventories
- Deliver and/or attend Cooks school, Ice Cream school, Station Supervisor training workshops, Responsible Alcohol Service orientations, and vendor/hawker school
- Reconcile stock sheets and submit results within 3 business days; apply investigative action to anomalies
- Cooperatively coordinate and compile an all-inclusive Concession and Bar schedule, extending 3 weeks' in perpetuity, for reference on a shared drive with the Event Coordinator
- Ensure that WP is operationally compliant to legislative and regulatory requirements including, but not limited to, health, labor and safety, and AGLC guidelines; report any issues not within your scope of control to your immediate supervisor
- Offset employee attrition through succession planning
- Cross training will be required in other areas of Food Services to support continuity needs when necessary
- Provide an accurate account of all classifications of food and beverage inventories, on a monthly basis
- Coordinate and participate in the inventory process for areas within an assigned portfolio on a monthly basis
- Code and process invoices falling under expense codes on a weekly basis
- Conduct pre-shift meetings with business unit Station Supervisors during events
- Ensure temperature checks are active during events, and ensure all temperature checks are scanned by a manager at the conclusion of each event and placed with the paperwork for that business day
- Compile electronic records, summarizing per capita spending, item per capita consumption, attendance levels, dates, anomalies, and event types
- Create and distribute event memos; ensure event memos are retained on station for one month
- Attend to event needs by circulating on the floor during productions; correct employee/environmental deficiencies as is practical during events
- Ensure employees are provided with adequate resources to perform their duties inclusive of: education, small wares, stock, shelter, security, and safe/professional housekeeping practices

QUALIFICATION REQUIREMENTS

The Food Services Assistant Manager - Concessions will have:

Education and Experience

- Post-secondary Education and at least two years' experience in a comparable position
- Red Seal Certificate is an asset
- Hospitality/Concession/ Event Management Certificates is an asset
- Knowledge of Word and Excel is required; generalized working knowledge of food and beverage BOH systems is an asset
- Possesses knowledge of the food and beverage industry inclusive of menu planning, food presentation, kitchen operation, training, and processes involved in the control of variable costs
- AHS Food Safety and ProServe certified (or willing to obtain)
- Some knowledge of Alberta Health and Safety Standards, the Alberta Labor and Human Rights Codes
- Valid Driver's License and satisfactory Drivers Abstract

Communication skills

- Organized, detail oriented, and the ability to multi-task while maintaining a high level of customer service
- Working with and coaching staff will represent a large portion of time allocation for this position
- Proven effective interpersonal, verbal, and written communication skills are essential
- Must be energetic, dynamic, and have a positive attitude while motivating and leading individuals/teams
- Agile to respond to the diverse demands of the events business including all stakeholders

Agile and Flexible

- Some evenings and weekends will be in required, with extended hours to meet event requirements
- Able to work in a fast-paced event environment while being highly mobile for extended periods of time
- Ability to perform moderate to heavy lifting at times (Up to 25 kilos)

AFFILIATIONS

Westerner Employee Association – Exempt

COMPENSATION

This position offers a competitive compensation package including a base salary, health and dental benefits. Group RSP, EFAP, Event perks, and more. The position provides flex time in lieu of overtime

TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to HR@westernerpark.ca