



## Detroit Mountain Job Description

<b>Job Title:</b> Mtn. Café Manager	<b>Department:</b> Mountain Operations
<b>Reports To:</b> General Manager	<b>Status:</b> Full Time Seasonal

### **JOB SUMMARY**

Managers are responsible for executing Detroit Mountain's Guiding Principles and Priorities in the day to day management of staff and operational functions. Using an eye for detail and a passion for providing excellent internal and external customer service, the DM supervisor will model safety, friendliness, appearance, and efficiency to create a world class experience for all guests.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform the job successfully, an individual must be able to perform each essential job duty and responsibility satisfactorily.

- Ability to interact and maintain positive relationships with guests, co-workers, and management and provide excellent customer service.
- Supervise and train all Food Service Workers in exceptional guest service and food safety.
- Hire, schedule employees working directly with other members of the management team for assistance.
- Ensure that staff adhere to standards and are both professional and productive through their shift.
- Must be able to communicate and handle personnel needs and concerns.
- Demonstrate knowledge and understanding of efficient and safe food operations: Main Café, as well as Tubing Hut Café operations.
- Responsible for various administrative duties such as conducting inventory, cash handling procedures.
- Must be knowledgeable of all facility opening and closing procedures.
- Maintains a clean, organized and safe work environment.
- Role model and administer company policies and guidelines, including coaching and developing staff on a regular basis.
- Provide training and support to staff on POS, product knowledge, guest service, and DM information.
- Responds quickly to all needs that may arise and communicates effectively.
- Communicate ideas or issues with Immediate Supervisor.
- Monitor lines to make sure guests are taken care of quickly.
- Problem solve as needed, seek advice and support from Immediate Supervisor and/or Manager on Duty.
- Be energetic, motivated and possess the ability to multi-task.
- Other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must be highly motivated
- Excellent communication and interpersonal skills, must be friendly, personable and comfortable working with people.
- Good organizational and observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- 2-4 years' experience supervising others – preferred
- 2+ years in food service operations
- Ability to adhere to all safety policies
- Ability to interact and maintain positive relationships with guests, co-workers and management.
- Basic computer skills and knowledge of POS system.

### **PHYSICAL REQUIREMENTS**

- Must be physically able to be on feet for extended periods of time: stand for long periods of time.
- Must be able to handle exposure to inclement weather
- Must be able to bend, lift, and twist repeatedly.

### **REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE**

- Experience working in the industry is preferred, but not required.