



Job Description

Job Title: Mtn. Cafe Lead & Event Support Staff	Department: Mountain Operations
Reports To: Inside Operations Manager	Status: Full Time seasonal with year around potential.

JOB SUMMARY

Leads are responsible for executing Detroit Mountain's Guiding Principles and Priorities in the day to day support of staff and operational functions. Using an eye for detail and a passion for providing excellent internal and external customer service, the DM Leads 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.

- Understand, read and setup events based on event outlines for proper food service needs per event.
- Help supervisor to plan, prepare, and execute weekly food ordering and menu while minimizing waste and spoilage.
- Ability to interact and maintain positive relationships with guests, co-workers, and management and provide excellent customer service.
- Help provide support in training all food service workers (staff) in exceptional guest service and food safety as the primary focus.
- Provide daily on floor support and guidance to staff members regarding food levels, restocking, cleaning and prepping.
- Provide additional assistance with scheduling and hiring of staff members. Adjusting staff levels with MOD to determine needs based on volume.
- 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, shrink reports.
- Must be knowledgeable of all facility opening and closing procedures, providing guidance and planning in advance of next shifts needs and able to communicate that to staff members.
- Help set an example by maintaining a clean, organized and safe work environment.
- Direct needs and lead the team to execute quickly and efficiently, by assigning roles and responsibilities based on experience levels and ability to execute well.
- Provide additional training and education to staff as a leader.
- Offer ideas and input into café menu and concession offering, as well as planning for effective execution of ideas.
- Monitor lines to make sure guests are taken care of quickly, remaining on the front lines to provide strong leadership.
- Problem solve as needed, seek advice and support from Immediate Supervisor and/or Manager on Duty.
- Be energetic, creative, motivated and possess the ability to multi-task.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be highly motivated and possess a positive attitude
- Good communication and interpersonal skills, quick to respond and comfortable working with people as a leader and staff member.
- Good organizational and observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- 1+ 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 working in a fast paced environment.
- Must be able to bend, lift, and twist repeatedly.