

# Job Description



<b>Job Title:</b> Mtn. Cafe Supervisor	<b>Department:</b> Mountain Operations
<b>Reports To:</b> Inside Operations Manager	<b>Status:</b> Full Time seasonal with year around potential.

## **JOB SUMMARY**

Supervisors 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 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.

- 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.
- 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.
- Assist 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 with strong attention to detail.
- Excellent communication and interpersonal skills, quick to respond and comfortable working with people as a leader and staff member.
- Good organizational and observation skills, confidence to adjust quickly based on volume and make decisions.
- 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 working in a fast paced environment.
- Must be able to bend, lift, and twist repeatedly.

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

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