

CASUAL FOOD & RETAIL SUPERVISOR

Location: Lewes, DE

Hourly Rate: \$11.75 - \$14.25

Opening Date: January 18, 2018 Closing Date: Until Filled

I. POSITION SUMMARY

The Food & Retail Supervisor is responsible for performing a wide variety of foodservice and retail functions required in the daily operation of food service, bar and retail/gift shop operations. The work consists of supervising food service, bar and gift shop staff, requisitioning and stocking food, beverage and retail items/supplies, and, maintaining displays of food, beverage and retail items. All employees in this position are responsible for the cleanliness of the food court, bars, gift shop and storage areas, and must wear the designated uniform. Employees must be familiar with, and ensure compliance with FDA health and safety regulations. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Displays and promotes merchandise by stocking shelves, counters and racks; maintains food court, bars, gift shop and storage areas in a clean, neat and attractive condition
- Requisitions and receives merchandise from warehouse, as needed to maintain established par stock levels
- Record information in Daily Log as required by Manager
- Ensure accurate recording and logging of food temperatures of commissary deliveries from Terminal Kitchens and correct storing and rotation of this product per FDA guidelines
- Operates, and/or supervises staff in the operation of, a point-of-sale (POS) cash register, ensuring the accurate processing of all sales transactions, including collecting cash and/or credit card payments, and, making change on cash sales, as needed, along with processing refunds and/or discounts
- Provides training for staff in the areas of food and beverage service, retail marketing, customer service, POS system operation, money handling procedures and DRBA/CMLF policies and procedures
- Assist customers by providing information and answering questions
- Maintain accurate inventory records, as required; assist with taking physical inventory, as assigned
- Responsible for following established safety practices while performing duties to protect self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, DRBA equipment and facilities
- Performs other related duties, as assigned, by the Managers
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- General knowledge of food handling, beverage service, and, retail/gift shop procedures and merchandise
- Proficient in operation of cash register/POS system
- Knowledge of safe work practices; knowledge of shipboard hazards, when working aboard vessels
- Ability to keep records and maintain inventory and supplies at established par levels
- Ability to effectively communicate with guests, co-workers and supervisors
- Occasional lifting and/or carrying of up to 50 pounds (the assistance of another person and/or a mechanical device is recommended for anything over 50 pounds)
- Occasional stooping, crouching, bending, kneeling, twisting and/or full limb extension; up to 100% of working day will be spent standing and/or walking
- Occasional use of cleaning chemicals (see MSDS sheets)
- May require working in temperature conditions exceeding 90°F, and , working over or near high temperature equipment (up to 450°F); occasional exposure to below-freezing temperatures (walk-in freezer)
- Ability to establish and maintain effective working relationships
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. TYPICAL WORK ENVIRONMENTS

- Commercial Foodservice Operation / Kitchen Facilities/ Cooking Stations / Bars / Gift Shop (Retail Point-of-Sale) in terminal or aboard vessel

V. LICENSES, REGISTRATIONS AND/OR CERTIFICATES

- ServSafe Certification is required within 45 days of starting

VI. REQUIRED EDUCATION AND EXPERIENCE

- Must be at least **21** years old
- High school diploma or equivalent or equivalent related experience
- Previous experience in foodservice and/ or other retail supervision of three years or more is preferred, but not required

VII. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a background check
- Subject to pre-employment drug testing
- Required to comply with established dress and jewelry code while on duty
- Must be available to work irregular hours, and, adapt to variable workloads and tempos

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, you also have the option of attaching a resume to the completed application.