

## **ASSISTANT FOOD & RETAIL MANAGER**

**Location: Cape May-Lewes Ferry, Cape May, NJ**

**\$71,800 to \$88,000 (commensurate with experience and skills)  
(Grade 107)**

**Opening Date: January 9, 2025**

**Closing Date: February 10, 2025**

---

### **I. POSITION SUMMARY**

The Assistant Food and Retail Manager assists with the development, planning, day-to-day operations, and administration of Food & Retail vessel and shore side activities in compliance with applicable local, state, and federal regulations at the Cape May-Lewes Ferry (CMLF). This position assists in providing leadership for day-to-day operations, maintenance, and emergency preparedness at CMLF. As the secondary point of contact, this position interacts with the traveling public, employees, and vendors. This position assists with the development and implementation of departmental plans and goals. This position is considered essential and is subject to call outside normal operating hours as may be necessary to maintain continuous business operations at CMLF.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provides effective leadership for the day-to-day food vessel and retail operations at the assigned facility
- Assists with the development, planning, operation, and administration of Food & Retail activities and responsible for compliance with applicable local, state, and federal regulations
- Maintains the highest consistent standards of the Delaware River and Bay Authority (DRBA) and ensures all employees adhere to DRBA policies and standards
- Enforces sanitary practices for food handling, general cleanliness, and maintenance of areas on vessels including dining areas, galley, bars, retail space and production kitchen (when assigned)
- Participates in regular emergency preparedness safety drills on all vessels
- Works with the F&R Manager to oversee site maintenance and maintenance of Food & Retail equipment and enters maintenance work orders into the work order system
- Serves as a steward of DRBA F&R assets and as such is accountable for goals related to Food & Retail sales revenue and profits; additionally, follows established operating procedures intended to minimize cost of goods sold and waste
- Responsible for completing and overseeing the weekly staffing schedule and daily pre-shifts; communicates goals to staff and provides appropriate performance feedback; conducts periodic formal performance reviews as required
- Monitors and enforces the cleanliness and safety of vessel operations and shore side kitchen operations (when assigned)
- Develops and conducts relevant, site-specific training programs for staff to include food and beverage service, retail marketing, customer service, point of sale (POS) system operation, money handling procedures
- Works with the F&R Manager to develop and implement site-specific contingency plans
- Oversees the management and supervision of the special events on the vessels
- Works with the F&R Manager to oversee and monitor the vessel and kitchen (when assigned) Food & Retail inventory, ensures the completion of the monthly inventory, and input into the inventory software program
- Acts as secondary point of contact for customers, inter-departmental managers, vendors, and regulatory agencies to address operational and facilities issues relating to Food & Retail
- Serves on the CMLF Safety Committee and oversees implementation of Safety Committee recommendations

- 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, Authority equipment and facilities
- Oversees the Food & Retail equipment in all areas and enters equipment maintenance work orders into the work order system
- Investigates and resolves complaints concerning food quality and service; performs additional tasks as assigned by Superintendent, Food & Retail, Assistant Superintendent, Food & Retail, and Food & Retail Manager
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner and maintains the highest customer service standards at all times
- Performs additional tasks as assigned by Food and Retail Manager at any time

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

- Strong knowledge of all local, state, and federal laws, regulations, and certification requirements applying to Food & Retail activities
- Employee must be familiar with, and ensure compliance with, FDA health and safety regulations.
- Knowledge of management principles and practices relating to food, beverage, retail operations, inventory, safety, and maintenance
- Knowledge of budgeting and financial practices related to Food & Retail management
- Demonstrated ability to train and manage Food & Retail staff
- Identify, develop, and implement strategic and tactical plans and solutions
- Possess effective oral and written communication skills
- Demonstrates proficiency in Microsoft Excel, Word, and Power Point programs
- Ability to provide excellent customer service

### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- Associate's degree in hospitality or food-related discipline or appropriate equivalent number of years of experience
- Three (3) years of experience in a related field (i.e., hospitality, food service, customer service)
- One (1) year of experience in related supervisory roles (i.e., hospitality, food service, customer service)

### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- Valid driver's license
- Obtain Delaware Alcohol Server Certification within 30 days of employment
- Obtain Food Protection Serv Safe Certification within four (4) months of employment
- Must apply for and receive Merchant Mariner Credential (MMC) and Transportation Worker Identification Card (TWIC) within four (4) months of employment
- Obtain PCIQ certification within four (4) months of employment

### **VI. WORK CONDITIONS**

- Employee will spend 60% of the workday standing and be required to work on the vessels and within the production kitchen as assigned
- Direct contact with customers, managers, and employees
- 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)
- Occasional use of cleaning chemicals in accordance with published Safety Data Sheet guidance
- Ability to occasional lifting and/or carrying of up to 35 pounds (the assistance of another person and/or a mechanical device is recommended for anything over 35 pounds)

**VII. ADDITIONAL REQUIREMENTS**

- All potential employees will be subject to a pre-employment physical, drug test, and background check including credit
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day, or night, as may be required

.....

**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition to the online application, please attach a current resume.**

**The Delaware River and Bay Authority is an Equal Opportunity Employer**