

Position Description

Class Title: Assistant Operations Manager

Department: Tourism and Special Events

Division:

Date: April 2023

Job Code Number:

Grade Numbers: Non-Exempt

Union:

Location: EastSide Centre

GENERAL PURPOSE

EastSide Centre and the City of East Peoria is seeking a Full-Time Assistant Operations Manager. The Assistant Manager works directly under the Operations Manager and Director of Tourism and acts as the direct liaison between the public and the facility during high traffic times. Evening, weekend, and some Holiday availability are required.

This full-time position will serve as a Manager on Duty and will supervise tournaments, special events, rentals, part-time employees and assist with day-to-day operations as directed. Will manage concessions inventory reports, ordering, stocking, cash handling, and food prep for all concession stands/events.

The Assistant Operations Manager is a proactive, strategic thinker whose skills contribute to the efficient operation of the EastSide Centre Concessions and Operations. He/she will provide overall leadership and direction to part-time staff both inside the facility and the concessions.

In the off season the Assistant Operations Manager will assist with Festival of Lights duties as assigned. Including but not limited to managing and working with Winter Wonderland part-time staff, and working special events as needed.

This position requires obtaining a Food Service Sanitation Manager Certificate from the Tazewell County Health Department and completing BASSET training for alcohol sales for the state of Illinois for managing the concession stands within first 90 days of employment.

SUPERVISION RECEIVED

Works under the supervision of the Operations Manager and Director of Tourism.

SUPERVISION EXERCISED

Supervises and coordinates the activities of the part-time support staff; the Customer Service Representatives at the Front Desk, Managers on Duty and the Concessions staff under the supervision of the Operations Manager and Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform all aspects of office management practices and procedures.

Management and operation of the facility's concessions stands. Including but not limited to completing inventory checklists, purchasing food and beverage items, scheduling staff, and stocking/organizing concession stands.

Providing for guest/patron needs, supervises indoor and outdoor rentals/events, and problem resolution as it relates to rental groups, guests, and fitness members while they are using our facility.

Tracking of hours for subordinate employees.

Manage concession staff and part-time MOD staff (as needed).

Assists Operations Manager with employee interviews, hiring, and training all concessions and MOD staff.

Completes all training needed to serve alcohol. Maintains that all subordinate employees have completed necessary training to serve alcohol.

Performs cash handling for daily, weekly, monthly, and yearly transactions at all concession stands.

Completes interior and exterior walk throughs of the Complex during events or at opening and closing time, ensuring a safe and clean environment.

Assists in setup/teardown of events and rentals.

Works Manager on Duty shifts as needed during high traffic times/events.

PHYSICAL DEMANDS:

While performing the duties of the job, the employee is frequently required to sit and talk or hear. The employee may be required to walk, use hands to finger, handle or operate objects, tools, or controls and reach with hands and arms. Employee may stand for long periods of time depending on the rental or event taking place and what role they are fulfilling for that shift. The employee must be able to lift and/or move objects up to 50 pounds.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Office management procedures and practices
- Managing food and beverage operations for concession stands
- Microsoft Office suite
- Effective verbal and written communication skills
- Strategic thinking
- Resource management
- Managing performance
- Managing change
- Decisiveness
- Interpersonal skills
- Ability to work productively with all ages

DESIRED MINIMUM QUALIFICATIONS:

An Associate's or Bachelor's Degree in Business Administration, Hospitality Management, Parks and Recreation, or a related field. Any equivalent combination of education, training, or 2-5 years of experience, which provides the requisite knowledge, skills, and abilities for this job, may be substituted.

Minimum of two (2) years' experience in food sales, customer service, POS systems, cash control measures and employee management.

Flexible work schedule. Must be able to work evenings, weekends, and certain holidays. Must be able to work a number of different positions within the facility.

Ability to maintain focus in a high-volume and fast paced environment.

Must be detail oriented and maintain excellent organizational skills. Ability to multitask and prioritize in an efficient manner.

The ability to remain calm and focused in difficult and stressful situations.

Position requires obtaining a Food Service Sanitation Manager Certificate from the Tazewell County Health Department for managing the concession stands within first 90 days of employment. Must be able to obtain CPR/AED certification within first 90 days of employment. Must possess a valid Illinois Driver's License. Must complete BASSET training to be able to serve alcohol. The City of East Peoria is an equal opportunity employer.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment can be noisy because of equipment needed to perform the job. The work is both indoors and outdoors alike. Weather conditions play a role in this position. Traveling outside East Peoria City limits is rare.

BENEFITS AND PERKS:

- Paid sick days, vacation days, and holidays
- Pension and retirement programs through Illinois Municipal Retirement Fund
- Wellness program incentives
- Health/Dental insurance for employee and dependents
- Free fitness center membership for employee and dependents

SELECTION GUIDELINES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Employee must live within 25 miles of the City’s Corporate limits.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I hereby acknowledge receipt of the foregoing position description.

Employee

Date

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible.