



PM&L Concessions Shift Supervisor

Effective Date: 9/25/21

Job Family

The Concessions Shift Supervisor position will report to the PM&L Concessions and Events Manager. All concessions positions report to the Vice President of Operations and is ultimately under supervision of the PM&L Board of Directors.

Job Summary

This position is responsible for maintaining the operations and assisting members and patrons at the PM&L's concessions area ensuring the highest level of service and guest experience to all members and patrons of PM&L Theatre.

Key Responsibilities

Basic Function and Responsibilities

- Ability to provide excellent guest service while working in a fast-paced environment
- Serve beverages and snacks to customers in a fast-paced environment
- Proper cash handling including, greet and service guests at the registers, taking orders, and accepting payments, handling cash, debit and credit cards
- Replenish inventory from stock as needed and reporting to the Concessions Manager when additional inventory items are necessary
- May be asked to participate in occasional inventory count and reporting
- Maintain cleanliness of the concessions and Tribute Hall areas

Basic Qualifications

- Must be 18 years of age or older and provide BASSET certification
- Must utilize excellent guest service skills to enhance the member's and patron's experience and meet the needs of PM&L's guests with a positive attitude
- Must be able to communicate clearly and congenially with members and patrons about available inventory products
- Must possess excellent cash handling skills and a basic knowledge of daily sales reporting
- Qualified candidate will be a mature, responsible, dependable individual who enjoys working in a fast-paced environment
- Should be willing and able to lift up to 50 lbs.
- Must be willing to work a flexible schedule that includes nights, weekends, holidays and special events

Knowledge/Skills/Abilities/Experience

- Prior retail, customer service, concessions and/or bar experience preferred including POS systems operations
- Is patient, competent, and professional with members and patrons; solves member's and patron's problems with speed and accuracy
- Possess strong calculation, written, verbal, and communication skills
- Maintains neat professional appearance and positive attitude
- Possess the ability to take direction from management
- Builds relationships with supervisors, PM&L theatre members, Board of Directors, patrons, and vendors