

## City of San José

**TITLE: FOOD & BEVERAGE SERVICES SUPERVISOR (6163)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Parks, Recreation, and Neighborhood Services	Park Facility Supervisor	Exempt

**CLASS SUMMARY:**

Under general direction, manages, develops, supervises and implements year round food and beverage operations for an amusement park and planning, organizing, and supervising comprehensive food and beverage services and programs for city related functions and the general public for events and services year round.

**DISTINGUISHING CHARACTERISTICS:**

This is a single incumbent manager position. This class differs from Recreation Supervisor in that incumbents of the latter have responsibility for a specific community service area with programs targeted for specialized populations or mainstream recreation programs. This class differs from that of Recreation Program Specialist in that the incumbents of the latter class are concerned with a specific community center, targeted City-wide programs or special events and activities. The class differs from the next higher class of Park Facility Supervisor in that an incumbent of the latter has general responsibility for all operations and maintenance of a visitor attraction or other facility. The class also differs from Amusement Park Supervisor in that the latter has general responsibility for amusement park operations including rides operation, entertainment and special events and volunteers.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications****Education and Experience**

Bachelor's degree from an accredited college or university in culinary arts, hospitality, business administration or related field and two (2) years management experience in a catering, theme park, sports or entertainment facility providing high volume food and beverage services.

**Acceptable Substitutions**

Additional experience may substitute for up to two (2) years of education on a year for year basis.

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession of a valid Food Safety Manager Certification from the National Registry of Food Safety Professionals or equivalent certificate accepted by the Santa Clara County Environmental Health Department for safe handling of food products.
- Valid CA Driver's License or ability to obtain within 6 months of hire date.
- Valid first aid certificate or ability to obtain within 6 months of hire date.
- Valid CPR certificate or ability to obtain within 6 months of hire date.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

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#### Basic Competencies

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise – demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Partnering/Networking - develops networks and builds alliances; participates in cross-functional activities to achieve organizational objectives.
- Leadership - leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, encourages and rewards risk-taking, allowing others to learn from mistakes.
- Supervision - sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources.
- Problem Solving - approaches a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Decision Making - identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Multi-Tasking - can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Innovation - exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.
- Customer Service - demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner.
- Communications Skills: communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form.

#### Desirable Qualifications

**(Knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)**

Knowledge of:

- Food and safe handling of food products
- Procurement of food and beverages

Ability to

- Develop menus that cater to children, families, and special dietary needs
- Procure equipment necessary for the “Picnic Basket” and other catered events
- Train and schedule staff

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<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FRE-QUENCY*</b>
1.	Directs reviews and approves the development, operation, revenue collection and expenditures for food and beverage in the amusement park/zoo and for catered events.	Continuous
2.	Supervises employees and volunteers, through training assigning and monitoring work. Recommends employment retention, promotion, demotion, and completes performance evaluations.	Continuous
3.	Plans and develops specialized menus, organizes, schedules and supervises a staff that delivers specialized food and catering programs for a variety of demographic populations such as children, youth, adults, and seniors, persons with disabilities and for multiple ethnic backgrounds.	Continuous
4.	Manages all food service to comply with state and federal health safety standards. Ensures all standards are met during health inspections. Maintains quality control of all food and beverage items.	Continuous
5.	Negotiates and administers contracts and agreements with vendors, agencies and contractors.	Frequent
6.	Initiates, maintains and develops effective working relationships with internal and external staff and organizations to promote and implement co-sponsorship of catering activities and special events.	Frequent
7.	Provides direction, monitors and approves expenditures as allocated by the food and beverage budget; assists in the development and implementation of grant programs.	Continuous
8.	Maintains Profit & Loss ratios; provides detailed reporting to the city in relation to the food and beverage revenues and expenditures for different venues.	Frequent
9.	Researches and analyzes internal food and beverage programs to improve efficiency and effectiveness with emphasis on food quality and service.	Frequent
10.	Develops and recommends policies, procedures and fees governing the management and use of concessions and catering.	Frequent
11.	Recommends and helps develop operating budget revenue projections and expenditures. Monitors food service grants implementation. Responsible for identifying possible revenue generating ideas and potential programs.	Frequent
12.	Coordinate the maintenance and repair of concession buildings, areas and culinary equipment.	Occasional
13.	Performs other duties of a similar nature or level.	As Required
14.	Serve as Operations Manager in Parks Facilities Supervisor and Amusement Park Supervisor absence.	As Required

\*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

<b>CLASSIFICATION HISTORY</b> Created 12/14; s000
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