



Coordinator, Concessions - 1 year Contract **Community Services Department**

Are you passionate about bringing joy to people through exceptional customer service? Are you interested in working in the food and hospitality industry? We are seeking a dynamic individual to lead our Concessions team and contribute to the fun and excitement of our recreational programs and services.

Position Summary

Reporting to the Supervisor, Sponsorship & Revenue Generation, this position oversees and manages food concession operations at various multi-use recreational facilities. The position is responsible for ensuring efficient inventory controls, supervising staff, upholding high-quality customer service, and maintaining sanitation and hygiene levels in accordance with Halton Region food handling standards. The role manages vendor relationships, monitor sales, and implements strategies to maximize cost recovery while adhering to relevant policies and regulations. Additionally, this position will maintain quality standards in order to support service level expectations, continuous improvement, and deliver results that align with the Corporation's strategic vision and service priorities.

Major Job Responsibilities

- Lead a vibrant concessions team, creating a welcoming atmosphere that adds to the enjoyment of our community centres and recreational events.
- Curate an appealing menu that caters to the tastes of our diverse community.
- Develop and implement engaging promotions and themed events to enhance the overall recreational experience.
- Collaborate with local vendors, ensuring high-quality and locally sourced products for our concessions offerings.
- Work closely with the recreation services team to align concessions with the overall recreational program and services.
- Coordinate staffing schedules, ensuring optimal coverage during peak recreational periods.
- Infuse creativity into the concessions offerings, keeping them aligned with the energetic and lively atmosphere of our centres.
- Uphold high standards of cleanliness and organization in the concessions area.

Education and Experience

- Post-secondary diploma in Hospitality Management, Business/Public Administration, Recreation and Leisure, or related field, or an equivalent combination of education and experience
- Minimum of three (3) years' experience at a supervisory level in food service industry
- Experience with health and safety, WHMIS and WSIB
- Strong interpersonal and communication skills, with a passion for delivering outstanding customer service
- Creative mindset with the ability to innovate and adapt concessions offerings to augment different programs and services
- Works well under pressure and function effectively in a high-volume workplace with time restraints
- Familiarity with local vendors and a commitment to supporting the community

- Accountability for the compliance, monitoring, implementation, and management of processes and systems to ensure standards, policies, and reporting requirements are adhered to and maintained
- Must be able to work at various food service locations. A valid Class “G” License and access to own transportation is required
- Proficiency in Microsoft Office Suite (e.g. Outlook, Word, Excel, and PowerPoint)
- Ability to work regular evenings and weekends

Salary Range: \$73,824 - \$92,280

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at **12:00 am on May 21, 2024**. Interested applicants, please ensure to apply by **11:59 pm on May 20, 2024**.

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.