



**Job Title:** Floor Supervisor  
**Job Code:** 167  
**Department:** Winter Food & Beverage - 180  
**Reports To:** Winter Food & Beverage Manager  
**Class Code:** 9184  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly  
**File Name:** Floor Supervisor Downhill Ski Area.doc  
**Prepared Date:** 9/29/16

### **SUMMARY**

Under the direction of the Winter Food & Beverage Manager, the Floor Supervisor is responsible for overseeing service of food and beverage in the cafeteria, bar and barbecue areas.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provide excellent customer service to customers, employees and business partners.
- Maintain a working knowledge of the Association rules and enforce them accordingly.
- Keep facility clean and free of hazards, debris, and trash. This aspect of the job often includes other custodial duties.
- Assist or perform when necessary food prep, food service, bar prep, bar service, barbecue prep, barbecue service and cashiering duties.
- Assist with special events.
- Oversee all aspects of the food and beverage department in the absence of the food and beverage manager.
- Trouble shoot employee and customer concerns.
- Order and stock items for the department when necessary.
- Make change for cashiers and bar and keep manager safe balanced at all times.
- May be required to assist in scheduling of staff and updating payroll.
- Oversee or assist in safety training and staff meetings.
- Responsible for assisting with the disciplining and follow-up of employees by following Association policies.
- Coach employees on hygiene requirements and mandatory food handling procedures.
- Recognize and support a positive work environment.
- Take inventory as necessary.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

One-year certificate from college or technical school; or two years related experience and/or training in the food and beverage industry; or equivalent combination of education and experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to talk or hear and taste or smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**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.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and risk of radiation. The noise level in the work environment is usually loud.