

Highland Lakes Camp and Conference Center

Camp Store and Snack Shack Manager Job Description

POSITION SUMMARY: This position manages the oversight of the Camp Store and Snack Shack. The position also serves as an Administrative Assistant in the Main Office when not serving in Retail. This is a full-time position with hours being agreed upon with Supervisor.

SUPERVISOR: Business Administrator

POSITION RESPONSIBILITIES:

- Supervises Camp Store and Snack Shack operations; assists where needed before and on event days to ensure accurate staffing, production levels, quality control & timely service
- Oversees the opening and closing of the Camp Store and Snack Shack operations and reconciles inventory sheets and supporting paperwork for all events
- Handles cash sales and credit card transactions while maintaining accurate cash handling procedures at all times; daily reconciles all cash and submits to the Business Administrator for deposit
- Verifies beginning and ending inventory counts
- Communicates to supervisor any stock that is needed during an event and ensures proper transfer procedures
- Maintains cleanliness of areas and proper working order of equipment, including safe operation of such equipment
- Assists in the training of staff and volunteers
- Position is very hands-on with excessive interaction with staff and customers
- Administrative Assistant in Main Office when not serving in Retail
- Performs other tasks as assigned

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all camp staff
- Adequate knowledge and certification in appropriate food handling
- Must be able to respond appropriately to difficult guests
- Must be able to delegate tasks
- Work in a fast paced environment
- Ability to follow all safety practices
- Work independently and as part of a team
- Able to keep the team on task

CONTACTS: Daily contact with the Business Administrator, contact with guests during events, contact with other staff as needed

SUPERVISORY RESPONSIBILITIES: Supervises Weekend Warriors, Retail/Sales summer staff, and volunteers

PHYSICAL EFFORT: This position requires some carrying, pushing, pulling, stooping and lifting. Substantial walking and manual dexterity to operate Camp Store, Snack Shack and equipment is required along with computer knowledge.

QUALIFICATIONS:

- Must possess previous management or supervisory experience
- Must possess excellent organizational, planning, communication and inter-personal skills, strong orientation to customer service, and strong basic math skills to accurately count inventory and handle money
- Must pass a background check
- Must possess the ability to meet required tasks & goals and be results-oriented in undertaking and managing multiple tasks while paying close attention to detail and customer service
- Must possess computer skills and familiarity with Point of Sale (POS) systems
- ServeSafe certification is required
- Must possess the ability to work hours as dictated by events
- Must possess the ability to work a flexible schedule to include days, nights, weekends, and holidays, and work as a team
- Must possess the ability to read, write, and communicate effectively in English
- This job description portrays in general terms the type and level(s) of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. Duties other than those expressly specified may be assigned from time to time.

Benefits: Highland Lakes Camp has benefits which include:

- Salary
- Housing
- Utilities
- Insurance
- Annuity
- Meals (when dining hall is serving)
- a GREAT and FUN atmosphere to work