

Akron Zoological Park

Job Posting

Food and Beverage Operations Coordinator

The Akron Zoo is looking for a Food and Beverage Operations Coordinator. Reporting to the Food and Beverage Supervisor, this position is responsible for assisting in the daily operations and catering functions of the Akron Zoo's Food and Beverage department. The Operations Coordinator is responsible for supporting smooth day-to-day operations including managing opening and closing procedures, training new staff, and working closely with zoo management staff on operational issues. The Coordinator must work a flexible schedule that often includes evenings, weekends, and/or holiday shifts.

Essential functions:

- Oversight and maintenance of food and beverage areas – including receiving orders, managing supplies at stations, and preparation and execution of meals at any of the cafes or stands on grounds.
- Handles cash transactions from customers and verify drawers at the end of the day. Position is responsible for opening and closing procedures at food locations throughout the park.
- Working with management, provide training, support, and motivation for the Food and Beverage team year-round and seasonal staff.
- Cross-training within other areas of Guest Services operations is required and includes Guest Experiences and Gift Shop functions including operating the point of sale, on grounds rides, and admission sales.
- Provide excellent customer service to zoo visitors and model this behavior to team members.
- Daily work schedule will be Thursday –Monday (weekend days are Tuesday and Wednesday).

Qualifications

1. High school diploma or GED required.
2. Minimum of three (3) years customer service experience, and one (1) year demonstrated leadership experience.
3. Previous experience in a quick-serve environment is required. Candidate should be knowledgeable in both front and back of house operations. Prior leadership position preferred.
4. Serve Safe Manager and TIPS certification, preferred.

This job description is not intended to be all-inclusive. The employee may be required to perform other reasonably related duties as assigned by his/her immediate supervisor. The Akron Zoo reserves the right to revise and change job duties as business requirements dictate.

This is a full-time, salaried (non-exempt) position with benefits. Interested candidates may submit a cover letter and resume via email, mail, or fax to Human Resources, Akron Zoo, 500 Edgewood Ave., Akron, Ohio 44307; Fax: 330) 374-8939; Email: HR@akronzoo.org. Position open until filled. Akron Zoo is an EOE and Drug Free Workplace.