




**JOB TITLE: HOSPITALITY MANAGER**

**DEPARTMENT: COMMUNITY AFFAIRS**

**JOB CLASS NUMBER: 6549**

**DIVISION: CIVIC CENTER**

**REVISION DATE: 01.25.2023**

  
Acceptance – Department Head

**DEFINITION/DISTINGUISHING CHARACTERISTICS OF JOB:**

*This position reports to the Civic Center Director. Responsible for planning, scheduling, and supervising an effective and profitable hospitality operation within the Community Affairs department. Assists in various aspects of food and beverage service at multiple facilities within Community Affairs. Is the point of contact for external hospitality vendors.*

**EXAMPLES OF DUTIES:**

- *Plans, organizes, and supervises the buying and selling of food and drinks, including alcoholic beverages to be utilized for various events hosted at the Civic Center complex, as well as remote locations.*
- *Develops and implements an effective "Alcohol Awareness Program" and maintains liquor/alcoholic beverage control and consumption policy enforcement responsibilities.*
- *Recruits, selects, trains, and supervises a number of part-time employees engaged in the preparation and dispensing of food and drinks.*
- *May survey area facilities' food and beverage operations, research food/beverage products for sale, equipment and technology, and make timely recommendations to the Director for improvement and pricing.*
- *Acts as liaison between caterers and customers.*
- *Coordinates the buying of merchandise and equipment and tracks inventories on a regular basis.*
- *Evaluates and recommends menus and prices to maximize profitability and customer satisfaction.*
- *Maintains adequate supervision and cleanliness of kitchen area.*
- *Keeps in constant contact with all caterers that utilize the Civic Center premises for various activities.*
- *Verifies all licenses are current for all approved vendors.*
- *Acts as lead point of contact for clients on assigned after-hours schedule.*
- *Follows the Louisiana Governmental Code of Ethics for public servants.*
- *Performs other reasonable duties within the scope of work or in emergency situations as assigned by the appropriate authority.*

**EXAMPLES OF EVENT RESPONSIBILITIES:**

- *Is Expected to be onsite for all major events requiring bar and/or concessions.*
- *Plans, organizes, and directs the stocking, sale, and inventory of merchandise for resale based upon experience and knowledge of shows by type of audience and expected attendance to maximize profit and minimize waste.*
- *Acts as liaison to merchandise contractor to ensure accuracy and completeness.*

**TRAINING AND EXPERIENCE:**

- *Completion of college level course work or specialized training in business, food handling and preparation, or restaurant manager preferred, or five (5) years' experience in a responsible position of a related field with two (2) years supervisory experience in high volume food service environment, including experience with alcoholic beverage sales.*
- *Experience in multi-purpose sports or entertainment facilities preferred.*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- *Considerable knowledge of buying and selling semi-prepared foods and food related items.*
- *Able to plan, organize and direct the work of subordinates.*
- *Able to establish and maintain effective working relationships with employees, suppliers, and the public.*
- *Able to control and monitor cash register and inventory.*
- *Able to communicate clearly and concisely both verbally and in writing.*
- *Knowledge of state and local health laws pertaining to the storage, handling, preparation and dispensing of food and beverages.*
- *Skilled in good housekeeping practices of areas where food is stored, prepared, and served or dispensed.*

**LICENSES AND CERTIFICATES:**

- *Possession of a valid driver's license*
- *Appropriate alcoholic beverage permit required by state, as well as appropriate health certification preferred, but not required.*

**INTERNAL POSTING PERIOD:** 5/6 - 5/17/2024

*Position posting goes public after 10<sup>th</sup> day.*