OREGON SHAKESPEARE FESTIVAL JOB DESCRIPTION

JOB TITLE: MEMBERS' LOUNGE SUPERVISOR

JOB SUMMARY: Responsible for the efficient operation and supervision of the Membership Lounge, Sales and Staff

ESSENTIAL JOB DUTIES:

- 1. Order and maintain all lounge inventory (food, drinks, wine, cups, napkins, etc.)
- 2. Hire, train, schedule and supervise staff of 5-6 lounge hosts
- 3. Set-up, stock and clean all sales and supply areas. Monitor inventory of current publications, play notebooks, magazines, etc.
- 4. Supervise daily maintenance of lounge; responsible for downstairs storage area being kept clean and up to health code, in collaboration with Physical Plant crew
- 5. Work 1-3 shifts a week as lounge host: provide excellent customer service for members and their guests; sign up new and renewing members; dispense information about OSF and the plays; serve food and drinks; maintain clean and presentable appearance of lounge; have thorough knowledge of membership policies and procedures.
- 6. Schedule regular lounge meetings.
- 7. Ensure that OLCC and Food Handler Guidelines and Policies are followed by staff; review OLCC and Food Handler matters with Concessions Manager
- 8. Completes yearly job reviews for staff in the Members Lounge.
- 9. Processes time sheets, invoices and receipts

OTHER DUTIES:

- 10. Other duties as assigned by Membership and Sales Manager
- 11. Performs work in a manner consistent with OSF mission, values, and vision statements including our commitment to Diversity and Inclusion.

RELATIONSHIPS:

Reports To: Membership and Sales Manager

Supervises: Lounge Staff

MINIMUM QUALIFICATIONS: (Necessary to the Successful Performance of the Position)

Education: High school diploma or equivalent.

Work Experience: Applicant must have at least one year prior customer service experience in a hospitality environment; good familiarity with OSF and prior supervisory experience are desired.

Machines, Tools, Equipment, Work Aids, Certifications: Must have valid OLCC servers' permit and valid food handler's permit; coffee brewer, soda dispensers, CO2 tanks.

Physical Ability: Ability to bend and lift up to 40 pounds; ability to stand for extended periods of time; ability to bend down or reach up for supplies or products. Ability to go up and down stairs.

Other Abilities: Promotes a pleasant work environment through positive communication with clients, co-workers, and managers. Ability to work quickly in a calm, professional manner with attention to detail. Possesses an enthusiasm for working with the general public and members. Projects a positive image of self, membership and organization. Will work autonomously with little direction. Must be available evenings and weekends.

Hourly, non-exempt, seasonal position