



## Concession Coordinator

### Job Description

#### GENERAL SUMMARY

Cuyahoga Valley Scenic Railroad (CVSR) seeks a candidate with strong customer service background to handle concessions sales and inventory at the office, on the train, at special events and offsite locations.

#### SCHEDULE

This position is full-time 40 hours per week. Our office hours are Monday through Friday from 8:30 a.m. to 4:30 p.m. Weeknights and weekends are required when needed. This position may be housed at Fitzwater Train Yard in Valley View (main office), at CVSR office in Peninsula, at any of the Train depots, and onboard the train during scheduled runs.

#### RESPONSIBILITIES

- Utilize POS system to assist customers
- Assist in the management of F&B and merchandise inventory – placing orders, receiving, stocking and conducting inventory counts for events, concessions, and on-site locations
- Assist with inventory and audits
- Coordinate and maintain visual and merchandising standards
- Accurately handle money in cash drawer and assist with deposits
- Serve as a team leader to other concessions staff
- Prep food for Scenic train rides as well as Special Events
- Assists in event set-up, tear-down and stocking of train for events
- Provide day of support at special events
- Interact with CVSR guests, volunteers, staff, and partner organizations
- Perform other duties as assigned

#### REQUIREMENTS

- 21 years of age or older
- High School Diploma or GED
- Preferred: minimum of 3 years of experience cashier, merchandising, food and beverage related field
- Knowledge of customer service principles and practices
- Knowledge of relevant computer applications
- Strong written and verbal communication skills; listening skills
- Attention to detail and excellent organizational skills
- Must have flexibility to work nights and weekends in addition to daytime office hours
- Ability to stand, sit and/or walk on moving trains for prolonged periods of time
- Must have own transportation and willing to work both outdoors and in office settings
- Ability to lift and/or move up to 40 pounds

**DEPARTMENT:** Events

**REPORTS TO:** Concessions and Merchandising Manager

**TYPE OF POSITION:** Full-time

**SALARY:** \$20.00/hr

#### BENEFITS:

- 401 (k)
- 401 (k) matching
- Health, Dental, and Vision insurance
- Life insurance
- Paid Time Off