

Job Description: Shift Lead

Date: Spring 2024
Title: Shift Lead
Department: Enterprise & Revenue
Position Reports To: Chef & Kitchen Supervisor
Status: Non-exempt / Seasonal

Summary: The Shift Lead supports the Chef & Kitchen Supervisor in aspects related to the planning, training, and supervision necessary to achieve sales, costs, employee retention, guest service, food quality, cleanliness, and sanitation in the Café and Coffee Bar. Shares in Tip Pool.

Job Duties:

- Ensures Café, Coffee Bar, and dining area are maintained in accordance with all applicable health, safety, and hygiene codes and standards.
- Ensures food service meets visitor needs with good service.
- Assists with training and supervising food and beverage staff.
- Assists with ordering and receiving deliveries of fresh food and beverages.
- Ensures food quality or service, along with answering customer questions or concerns.
- Ensures kitchen and dining areas are cleaned to maintain sanitation standards and keep appropriate records.
- Monitors actions of staff and customers to ensure that health and safety standards and liquor regulations are obeyed.
- Checks quality of deliveries of fresh food and baked goods.
- Alerts Kitchen Supervisor of needed equipment repairs/maintenance.
- Reconciles daily sales and deposit receipts, and locks facility at end of day.
- May assist with administrative duties as needed.
- Monitors food preparation and methods.
- Prepares required reports as directed by the Kitchen Supervisor.

Competencies:

- Excellent written and verbal communication with employees and vendors.
- Has basic computer skills.
- Projects a positive professional image.
- Exhibits effective leadership skills.
- Demonstrates effective and efficient work habits and organizational skills.
- Collaborates well with other staff.
- Ability to organize, plan, and prioritize.
- Attention to detail.
- Possess good math and analytical skills.
- Ability to make decisions under pressure.
- Knowledge of health and sanitation procedures.

Supervisory Responsibilities:

- Food service staff to include Part-time, Seasonal, and On-call employees.

Required Education and Experience:

- Must be 21 years old or older, due to liquor license requirements.
- Must have a minimum of one year food service experience.
- Knowledge of food preparation and production, service, and food and beverage experience.
- Have experience with inventory control and food cost management skills.
- Have some POS system experience.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

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Position Analysis/Specifications

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting		x		
Standing				x
Walking				x
Bending Over		x		
Crawling	x			
Reaching			x	
Crouching		x		
Kneeling		x		
Balancing				x
Pushing/Pulling		x		
Lifting/Carrying				
10 lbs or less				x
11 lbs to 25 lbs			x	
26 lbs to 50 lbs		x		
51 lbs to 70 lbs	x			
Manual Dexterity				x
Fine Motor Skills				x
Gross Motor Skills				x
Eye/Hand Coord.				x
Near Vision				x
Far Vision				x
Color Recognition				x
Hearing				x

Environmental Factors

	<i>YES</i>	<i>NO</i>	<i>Limited</i>
Working Outside			x
Working Inside	x		
Working Alone	x		
Working Closely with Others	x		
Excessive Cold/Heat	x		
Excessive Humidity/Dampness	x		
Noise/Vibrations	x		
Working with Chemicals/Detergents/Cleaners	x		
Working Around Fumes/Smoke/Gas	x		
Walking on Uneven Surfaces			x
Motorized Equipment or Vehicles			x
Working with Machinery/Motorized Equip.		x	
Climbing on Scaffolds or Ladders			x