

OPERATIONS MANAGER / SWEETS & TREATS



JOB OVERVIEW

AREA15 is looking for dynamic individuals with a passion for Sweets & Treats to join our team! We are seeking individuals willing to manage a team creating magic through the creation of artistic quality ice cream treats and memories through delightful, delicious sweets. The Operations Manager is responsible for supporting the Director of F&B to ensure all Sweet & Treats venues are providing excellent visitor service standards while staying in compliance with all applicable SNHD requirements. The overall execution and coordination within the S&T's venues between supporting departments is the responsibility of the Operations team. The ideal candidate has experience in a fast paced, high-energy environment and can demonstrate strong communicative skills and collaborate well with others. The Operations Manager | Sweets & Treats should have an extensive knowledge of all aspects of Food & Beverage/Retail operations and be able to share and teach others the knowledge they have obtained through strong leadership and professional guidance. This position is based on a minimum 50+ hour work week with fluctuations based on business needs. This job description is a summary of duties however it is by no means an all-inclusive list. It is merely a broad guide to expected duties of the position.

JOB RESPONSIBILITIES AND DUTIES:

- Deliver excellent visitor service to all Emack & Bolio's, Rocketfizz and AREA15 visitors.
- Knowledgeable and proactively engage with the visitors to enhance their experience.
- Managing subordinate department leadership team to continue their growth and progression
- Collaborate with senior leadership to compile strategies to optimize efficiencies and drive growth
- Devise strategies and guide staff to meet KPIs
- Manage relationships with vendors and cross functional partners as needed
- Participate in interviews, onboarding and recruiting efforts for both exempt and nonexempt team members
- Provide New Hire and on-going training as well as coaching and counseling to ensure all policies and procedures are enforced consistently upholding AREA15 expectations and guidelines.
- Create schedules and approve payroll, report staff tips, on a routine basis.
- Will operate outlets as needed to cover business needs due to breaks, call outs, etc.
- Accurately describe product details and educate visitors on specialty items.
- Utilize suggestive selling for top products or additional product recommendations.
- Meet Key Performance Indicators as set by AREA15.
- Assist in efficiently and accurately preparing menu items and customize orders as requested.
- Ensure proper portioning of product in accordance with Emack & Bolio's policies and procedures.
- Receive and process visitor payments in compliance with AREA15's guidelines.
- Conduct routine and monthly inventory counts, accurately account for inventory/supply levels including recording lost, spoiled and/or promotional product.
- Ensure ordering is completed timely to maintain all par levels.
- Educating the team and ensuring all Opening, Preparation and Closing checklists are completed daily while assigning daily tasks.
- Creating and maintaining daily break schedule, ensuring all employees are signing in/out for assigned breaks.
- Managing and assisting in preparing backstock items as assigned following provided recipes and ensure outlet is fully stocked during all operational hours adhering to visual merchandising standards.
- Discard of expired or spoiled product with management approval.
- Ensure all product is properly labeled with expiration dates if applicable.

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CONT. JOB RESPONSIBILITIES AND DUTIES:

- Manage the team to ensure outlet cleanliness by continuously wiping down counters, shelves, fridges/freezers, and cases utilizing proper sanitization techniques.
- Remain in compliance with all SNHD regulations
- Ensure equipment is operating safely and properly including daily cleaning and recording temperatures of freezers and/or coolers.
- Submit work orders for any required maintenance.
- Adhere to all AREA15 and Emack & Bolio's policies and procedures.
- Serve as first level of contact for visitor/employee resolution and additional questions.
- Effectively escalate concerns that need additional assistance to the management team.
- Promote a cheerful, efficient, and safe work environment.
- Other duties as assigned.

QUALIFICATIONS & SKILLS

- Applicants must be 21 years of age or over
- Proof of eligibility to work in the United States
- Be comfortable participating in creative, entrepreneurial start-up environment, introducing new concepts and innovations
- Making decisions and solving problems in a fast-paced environment
- Resolving conflicts and negotiating with others
- Financial analysis, basic accounting knowledge
- Proficient knowledge of POS, timekeeping software, and purchasing systems
- Possess the ability to allocate both human and material resources creatively and efficiently, seeing the bigger picture as well as the finer details in a systematic organized approach
- Must be organized and detail oriented when dealing with food standards, costs, safety, creating work schedules, shipments, cleaning schedules, etc.
- Must be able to create and apply SOPs to ensure consistency within your department
- Proficient knowledge of applicable SNHD guidelines and requirements
- Establishing and maintaining interpersonal relationships
- Valid work cards (Health)
- Experience in developing and building teams
- Degree from accredited four-year institution preferred
- 3-5 years of experience in high volume retail or food & beverage operations
- Demonstrate strong leadership skills, including exceptional time management and delegation
- Ability to work varied shifts, including weekends and holidays
- Must be able to work shifts in excess of 12+ hours
- Must be able to lift 25lbs
- Work in an environment that is subject to varying levels of noise, crowds, flashing lights and smoke
- Must be able to stand, walk, bend and lift for extended periods of time
- Must be proficient in the English language; additional language skills preferred
- Must have the ability to withstand high temperatures, heat, and sun exposure

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ABOUT AREA15

AREA15, located minutes from the Las Vegas Strip, is the world's first purpose-built experiential entertainment complex offering live events, immersive activations, monumental art installations, extraordinary design elements, unique retail, ground-breaking technology, bars and eateries and much more. With a growing collection of dynamic destinations including [Dueling Axes](#), [Emporium](#), [Lost Spirits Distillery](#), Oddwood Bar, Wink World, The Beast, a culinary experience by Todd English, and anchor experience, Meow Wolf's Omega Mart, AREA15's is an ever-changing art, retail and entertainment destination attracting locals and tourists of all ages.

For more information visit www.AREA15.com and follow on Instagram and Twitter: @AREA15Official; Facebook: [AREA15LasVegas](#) and YouTube: [AREA15](#).

AREA15 is an equal opportunity employer and values diversity. We are committed to complying with all federal, state and local laws providing equal opportunities and all other employment laws and regulations.

TO APPLY, PLEASE FILL OUT OUR [EMPLOYMENT APPLICATION FORM](#) AND ENTER "OPERATIONS MANAGER | SWEETS & TREATS" AS THE POSITION YOU ARE APPLYING FOR.

