

Activities Manager – Trio

Trio is Oskaloosa's premier venue for sports, food, and films. Opening in fall 2024, Trio offers a welcoming atmosphere for guests of all ages to play tennis, pickleball, and simulated golf. We also have a three-screen movie theater where our guests can catch all of the latest cinematic attractions while enjoying up-scale seating and concessions. Trio offers a casual dining experience within the restaurant and bar as well as outdoor seating and an indoor lounge area.

We are excited for our guests to experience our top-of-the-line service throughout the venue. We will offer delicious lunch and dinner menus, local craft ales and lagers, and hand-crafted cocktails. Guests can book play time in our sports areas by the hour and we'll offer leagues for the real enthusiast! Our theater concessions are the best around to go with the latest blockbusters.

The Trio Activities Manager role will be expected to coordinate the entire Activities team. The position requires an individual who can greet guests and make them feel welcome and ensure that staff remains on task and service runs smoothly. This individual will be responsible for communication regarding daily events, groups, and leagues, a recap of the previous week, and a forecast of the upcoming week. The individual in this role will also be responsible for working with the General Manager to ensure that inventory levels at the theater concession area are assessed and ordered appropriately for current business needs. The Activities Manager will prepare the schedule for the Activities team. Safety is one of our core values. This role will ensure that the company and staff are operating at the highest quality levels within the parameters of safe service of food and alcohol and overall safety. As a team leader, this individual will be available to each Activities team member for any inquiries that may arise during service.

Activities Manager Key Skills

- Managing and working within a team
- Problem-solving and relationship-building skills
- Excellent time management
- Passion for providing gold-standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting an example with your actions

Activities Manager Responsibilities

- Ensure organization profitability by managing appropriate staffing levels
- Identify problems in day-to-day operations and create S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, Time-Bound) Goals/Solutions to these problems
- Schedule Activities staff relevant to business needs

- Work closely with Fridley to manage movie and theater scheduling
- Schedule leagues for tennis, pickleball, and golf
- Mentor Activities staff and coach-up individuals as they have opportunities for growth
- Communication with the team, including but not limited to, formal pre-shift weekly meetings
- Develop ways to engage staff to be more involved in sales goals
- Maintain company culture and staff morale
- Ensure guest satisfaction
- Promote each of the facets of the business (bar, dine-in restaurant, events, meetings, sports, leagues, films) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Day-to-day POS (Point of Sale) Operations
- Day-to-day Golf Simulator Operations
- Inventory and manage PAR (Periodic Automatic Replacement) levels for concession items.
- Work closely with the Chef/Kitchen Manager to provide a seamless and exemplary guest experience
- Perform other job-related duties as assigned

Must Have

- Hospitality background: 3 years minimum
- Microsoft Office Suite Skills
- Point of Sale (any) experience
- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People/delegation skills
- Excellent time management
- Bilingual English/Spanish: a plus
- Iowa Food Handler Certification
- Iowa I-PACT Certification

Physical Requirements

- Bending, carrying, climbing, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift up to 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

Compensation

- \$17.00 to \$19.00 per hour
- Other benefits will be discussed during the in-person interview

Reports To

- General Manager of Trio

Terms of Employment

- At Will

