

Job Title:	BOWLING MANAGER -04401	Approved Date:8-23-04 <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised
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General Position Information:

This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Non-Exempt</u> Employment: <u>Regular Full-Time</u> Workers Comp Code: <u>9093</u> EEOC Class: <u>1-Officials/Mgr</u>	Pay Type: <u>Hourly</u> Base Pay \$ _____ to \$ _____ hourly Level: <u>Staff</u> Benefit Class: (2)	Location: <u>Charter One</u> Department: <u>Bowling</u> Reports to: <u>General Manager</u> Supervises: <u>Bowling Counter Server and Bowling Mechanic</u>
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Position Summary:

Coordinates activities of workers engaged in renting and operating bowling alleys. Also coordinates selling alcoholic beverages for consumption on premises.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License
? High school diploma or GED; further education a plus.
- **Experience: (Type of work experience, min. number of years):**
 - Related experience in managing a bowling alley or food & beverage outlet; supervisory experience, preferably a customer service capacity, preferred.
- **Technical or Administrative Knowledge:**
 - Must be able to measure, add, subtract, multiply and divide.
 - Ability to solve practical problems and deal with a variety of variables in situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Special Skills and/or Abilities:**
 - Must be able to anticipate customer needs, evaluate unfavorable patron behavior and act accordingly. Must be able to assist in tactfully resolving customer complaints.
 - Excellent interpersonal/communication and customer service skills.
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- Physical Requirements: **Light:** Lifting 0-10 lbs. **Moderate:** Lifting 0-25 lbs. **Heavy:** Lifting 25+ lbs.

M -Bending/stooping	M -Standing	M -Lifting	0 -Color / Depth perception
M -Reaching above/below the waist	M -Kneeling	0 -Taste/Smell	L -Fine hand & finger movements
M -Pushing/pulling movements	L -Sitting	0 -Typing	0 -Operate motor vehicle
L -Climbing stairs / ladders	M -Walking		0 -Operate various equipment

- Working Conditions and Schedules:

- G - Interacting with co-workers, vendors, and customers.
- 0 - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
- G - Exposed to various noise levels (L= office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
- 0 - Office machines, phones, fax, computers, postage meter, etc.

- Necessary traits for this position: Seeing Hearing Talking* Reading* Writing*

- Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
- Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Coordinates maintenance of bowling machines, bowling lanes, and bowling equipment.
- Estimates and orders beer or other beverages, and bowling supplies.
- Addresses customer complaints concerning service.
- Inspects establishment and observes workers and patrons to ensure compliance with occupational, health, and safety standards and local liquor regulations.
- Plans and arranges promotional programs and advertisement.
- Determines work procedures to expedite workflow.
- Prepares work schedules according to budgeting guidelines. Ensures minimum staffing requirements.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
- Confers and cooperates with other departments as needed.
- Actively builds awareness of the Brand to guests and associates.
- Attends training and meetings as requested.
- Other duties may be assigned based on company's needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____