



Job Title: Shift Lead

Location: Tinsley Family Concessions, Inc.

Objective:

The Shift Lead is responsible for overseeing daily operations, delivering exceptional customer service, and ensuring compliance with company standards. Acting as a role model for staff, this position promotes a positive work environment and encourages the highest level of performance among associates. Key duties include supervising associates, managing schedules, handling cash transactions, and assisting with training. This role reports to the Store or General Manager and is non-exempt.

Essential Functions:

- Supervise day-to-day activities and coordinate breaks for associates
- Operate the cash register, process transactions, and ensure cash security following company policies
- Train new associates on job responsibilities and safety practices
- Enforce safety protocols and monitor associate productivity
- Communicate with management on store activities and any notable issues
- Build thorough product knowledge to assist in meeting sales goals
- Resolve customer complaints in line with company policy, ensuring satisfaction
- Assist with inventory, product rotation, and stocking/replenishing shelves
- Maintain a clean and organized store environment, including general housekeeping
- Complete opening, daily, and closing checklists, and submit maintenance requests as needed
- Adhere to food safety, sanitation, and HACCP standards

Qualifications:

- High School diploma or GED required
- Minimum of 6 months of supervisory or lead experience
- Strong communication skills, including the ability to comfortably interact with customers
- Prior experience in food and beverage, cash handling, or customer service is preferred
- Ability to stand for extended periods, bend, and lift/move up to 40 lbs
- Comfortable working with water and chemical cleaning solutions frequently