Findlay Market Biergarten Lead Associate
The Corporation for Findlay Market
Position Description

Overview

The Findlay Market Biergarten Lead Associate is directly responsible assisting The Outdoor Market and Sustainability Manager by supervising the Biergarten daily and weekly tasks and other Biergarten Associates while ensuring prompt, efficient, and courteous service of customers at the Findlay Market Biergarten, and the Findlay Market Cocktail Bar.

Details

Findlay Market is Ohio’s longest running public market and a historic landmark. The Findlay Market Biergarten acts as an important community hub where neighbors come together to enjoy the unique ambiance of the Market.

The Findlay Market Biergarten Lead Associate will oversee Biergarten Associate staff with the guidance of the Outdoor Market and Sustainability Manager which includes as providing outstanding customer service when directly interacting with customers.

The Findlay Market Biergarten Lead Associate is responsible for the initial troubleshooting of issues with bar equipment, fielding customer questions/concerns, and providing assistance during weekend promotions and band performances. It is expected that the Findlay Market Biergarten Lead Associate will have extensive knowledge of Findlay Market, learn about each beverage on sale, and stay informed abreast of upcoming promotions and events in order to answer customer questions. Finally, the Biergarten Lead Associate is responsible for maintaining clean and organized work and storage areas.

The Findlay Market Biergarten Lead Associate will assist the Outdoor Market & Sustainability Manager with the scheduling inventory, and communication with Biergarten Associate staff and programming team.

The Findlay Market Biergarten Lead Associate’s success will be measured in part by the following goals:

- Support cultural and income diversity at Findlay Market.
- Retain existing and attract a new shopper base.
- Increase weekday shopper traffic.

The Findlay Market Biergarten Lead Associate will have the following primary responsibilities:

- Ensure that employees follow policies and procedures, which include:
  - Making sure all staff arrive on time
  - All staff is dressed in Findlay Market Biergarten uniform
  - Confirming all customers are asked for ID
- No staff is consuming alcohol while on the clock
- No staff is collecting cash tips
- Convey correct information to customers about products, tip initiatives, and market info/events
- Assist with the display of tip information and promotional events
- First point of contact for customer questions/concerns/complaints
- Point of contact for bands. The Biergarten Lead Associate will:
  - Assist with management of CloudPress Kit and band coordination
  - Answer any questions about stage location, parking, electricity needs
  - Monitor volume
  - Ensure band picks up check from Market Center
  - Work with Maintenance to coordinate tent set up at 1pm
- Have a thorough knowledge of bar equipment
  - CO2 tanks
    - Know how to read gauge/make adjustments to pressure levels as needed
    - Know how to properly change CO2 tank
  - Taps
    - Ensure taps are being cleaned every Sunday night
    - Take action when drain is clogged
- Supervise the setup and the breakdown of the bars. The Biergarten Lead Associate must ensure:
  - Taps are properly cleaned
  - Beer and cocktail refrigerators are locked and security bars are placed over beer refrigerators
  - CO2 door + storage units are locked behind beer and cocktail bar
  - The sound mixer is broken down and returned to storage room behind Market Center
  - iPads, Square Chip Readers, Amazon Fire and radio are plugged in and locked inside storage unit located behind Market Center
  - Cocktail jars are cleaned at sink behind MC and locked inside MC storage unit
  - Ensure keys are properly locked inside lockbox behind Beer Bar
- Take Inventory at the beginning of every shift and update weekly inventory
  - Ensure all inventory stocked at the beginning of every shift
  - Update inventory Google sheet weekly
    - Keobs in cooler
    - Cans
    - Cocktail mixers
    - Liquor
    - Water

Values, Skills, Knowledge and Abilities:
- Person must be self-motivated, dependable, and demonstrates good communication skills
- Must be at least 21 years of age with High School diploma or GED
- Provide own transportation to and from work
- Must be able to do physical work and lift 50+ pounds
- Customer service skills required
• Cashier/inventory/retail shop experience preferred
• Demonstrated ability to work in a proactively diverse and inclusive organization
• Must be able to work weekend, weekday and evening hours
• This is a part-time seasonal position, running April-October
• The ideal candidate will be able to work a minimum of 15 hours/week
• Ability to manage conflict and problem solve on the spot

CFFM is an equal opportunity employer.

Application information
To apply, please fill out this online application: Findlay Market Lead Biergarten Associate Application

Please email alukas@findlaymarket.org or call 859-630-3097 with any questions.