

Position Title	Happy Shack Supervisor
Reports to	Recreation Manager
Position Type	Full-Time, Seasonal Non-Exempt

Who We Are

Our Mission is providing a happy & safe environment where families & friends create a lifetime of memories. Sandy Pines is a seasonal member recreational community, RV resort & campground 30 miles southwest of Grand Rapids. The resort encompasses 813 acres with Lake Monterey, a 216-acre lake and an 18-hole golf course. There are 2,200 seasonal member sites including a 54-unit year-round condo complex, campsites, cabins, and seasonal park model rentals. Sandy Pines is committed to supporting, developing, and maintaining a quality Recreational Park benefiting its members, families, and their guests.

Job Summary

The Happy Shack Supervisor assists the Recreation Manager with the daily operation of the Happy Shack, a food and concessions kitchen located in the main pool and activity area of the park. Working closely with the Recreation Manager, they will provide leadership, oversight, and training to staff, maintain inventory, and monitor budget expenses. They will ensure that food is prepared, served, and stored according to safe handling guidelines and with quality in mind. This is a seasonal position requiring availability May-September.

Duties and Responsibilities

- Provide leadership, training, and oversight to Happy Shack employees; coach employees, set expectations, provide a positive and fun work environment.
- Train employees on safe food protocols; monitor to ensure protocols are followed.
- Monitor and enforce health codes and regulations to ensure compliance.
- Develop food menu and product list.
- Oversee Point-of-Sale System; train and oversee employees on use.
- Oversee cash register; train and oversee employees operating register.
- Create a team culture of being customer service oriented and professional.
- In collaboration with the Recreation Manager and scheduler, oversee employee schedules to ensure appropriate staffing levels.
- Oversee inventory and supplies; forecast needs, submit orders, unload and put-away deliveries and inventory.
- Work within defined budget; track and communicate expenses to Recreation Manager
- Determine selling price of products based on purchase price and costs incurred.
- Understand and enforce incident protocol and reporting for guests and employees.
- All other duties as assigned.

Qualifications

- Must be 18 years of age or older.
- High school diploma or GED.
- ServSafe Certification required; knowledge of commercial kitchen best practices required.
- Experience working with the Health Department on food, kitchen, and equipment safety and expectations preferred.
- Knowledge of health codes and regulations required.
- 3-5 years working in a kitchen environment, preferably in a management or supervisory role.
- Minimum 1 year of experience leading and managing direct report employees as a lead, supervisor, or manager required.
- Excellent written and verbal communication.
- Working knowledge of computer software (Outlook, MS Office, POS Systems).
- Strong organizational, time management, and attention to detail.
- Strong decision making and problem-solving skills.
- Ability to work well under pressure.
- Must be able to multitask and work with shifting priorities.
- Excellent customer service; ability to remain professional and calm with members.
- Ability to work a variety of hours including holidays, evenings, and weekends.

Working conditions

Fun team atmosphere with collaboration spanning many teams and groups within the Park. Fast paced environment in season (April-October). This position involves working in both indoor and outdoor environments, but primarily indoors. It requires the employee to walk on uneven and various surface types throughout the day including, but not limited to, pavement, cement, wet pool areas, tile, kitchen floor mats.

Physical requirements

Must be able to frequently walk, stand, and sit for long periods of time.

Must be able to frequently lift, push, pull, and move 35 lbs.

Must be able to occasionally lift, push, pull, and move 50 lbs.

Must be able to frequently bend, squat, reach, and twist.

EEO Statement

Sandy Pines Wilderness Trails is an Equal Opportunity Employer. We are committed to equal employment opportunity without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.
