

Employer: King Pin Recreation Center, Inc. / King Pin Lanes

7157 East Dominick Street

Rome, NY 13440

Job Title: General Manager

Reports to: President and CEO

Qualifications: Must have experience that shows progressively responsible administrative, professional, technical, or other work which has provided a general knowledge of management principles and practices, or progressively responsible experience in one or more of the functions managed by a bowling center manager. In addition to the general experience the manager must have experience including responsibility or supervision over the various phases of a bowling center operation. Specialized experience must be at a level that shows the applicant can perform the duties and responsibilities of the position. A Professional Bowling degree in an accredited College or University may be substituted for all general and specialized experience. Prior bowling management experience is beneficial but not required. Demonstrated success in driving revenue and profitability in an on-premise entertainment business is a plus. The Center Manager must be prepared to be on site on some evenings and weekends to maximize his or her engagement with King Pin customers, guarantee the success of various special events, and to supervise employees. Must satisfactorily complete all applicable background checks.

General Duties:

- 1) Supervision of employees including but not limited to recruitment, interviewing, hiring, training, regular performance review, counseling and disciplinary action, and termination. Assures that all new hires receive adequate training in order to provide customers with an excellent experience and to perform their duties efficiently and with confidence. Assures that all employees receive mandated training in infection control, confidentiality, child abuse reporting, disaster response, etc. Maintains documentation of all employee training, performance review, counseling and disciplinary action activities. Processes unemployment, disability and worker's compensation claims and disputes claims when appropriate. All human resource activities will be conducted within established processes and in compliance with state and federal employment regulations and laws.**

- 2) Schedules staff to assure adequate coverage for daily operations, special events and tournament while keeping overtime to a minimum.
- 3) Develops and maintains written employee and operations policies and procedures. Reviews and updates policies and procedures as needed. Assures that all employees receive initial and annual orientation to the center's policies and procedures.
- 4) Responsibility for the financial management of the center including but not limited to pricing of bowling related goods and services (with the exception of Pro Shop services), negotiating favorable contract pricing with wholesale suppliers and distributors, inventory control, review and timely payment of accounts payable invoices to avoid late fees, monthly preparation and review of financial statements (in conjunction with external accounting firm and the CEO). Communicates regularly with the CEO regarding financial matters and makes recommendations for actions to improve the financial status of the center. Anticipates and takes action to avoid financial decline and losses.
- 5) Prepares biweekly payroll information and transmits to accounting firm for paycheck generation. Reviews paychecks for accuracy before distribution. Reviews annual W-2 forms for accuracy before distribution. Handles cash generated from operations. Prepares and delivers regular bank deposits.
- 6) Assures that a friendly, attractive, clean and safe environment is available for all center customers and employees, including staff customer service training, arranging for regular cleaning and disinfecting of public and employee areas, arranging for annual cleaning of kitchen appliances and carpeting, arranging for regular snow and ice removal during the winter months, identifying and correcting safety issues, identifying actions needed to improve the appearance of the center, regular inspection of building, grounds and physical plant to identify needed repairs, renovation or replacement.
- 7) Markets and promotes the services of the center to the community including development of written marketing materials, in person interactions with local businesses and organizations, arranging for media coverage of special events, press releases, etc. Maintains customer databases. Uses social media to promote center activities. Maintains a calendar system to assure regular and ongoing contact with local businesses. Maintains a presence at local business events, i.e. Chamber of Commerce events, annual parade, community shows, etc.
- 8) Assures that the center operates in compliance with all local, state and federal laws and regulations, including the New York State Department of Health, the New York State Liquor Authority, OSHA, local codes

requirements, state and federal employment law. Maintains awareness of new legislation that may affect center operations and implements new procedures when necessary.

- 9) Promotes the sport of bowling by sponsoring and supporting youth bowling events, conducting instructional leagues, offering innovative and fun bowling opportunities to non-traditional bowling customers. Stays up to date with bowling industry trends by reviewing industry publications, attending bowling conferences and workshops, and performing local competitive analysis.
- 10) Solicits feedback from league bowlers and implements changes to improve the service provided. Designs and implements innovative league offerings to increase league participation. Identifies and offers tournament events that provide advantageous financial results to the center and challenging play for bowlers.
- 11) Receives and satisfactorily resolves all customer and employee complaints on a timely basis. Performs an analysis of the root of the complaint and implements measures to avoid reoccurrence. Provides feedback to the complainant regarding the resolution of their concern. Communicates with employees regarding customer complaints and assures corrective action is taken when needed.
- 12) Works with the food and beverage manager to assure that the snack bar and bar offerings are attractively presented, tasty, priced appropriately, and stored and prepared in accordance with acceptable practices.
- 13) Works with the operations manager to assure that bowling lanes and equipment are maintained at a level that provides maximum performance for bowlers.
- 14) Maintains a physical presence at the center and positively interacts with bowlers, spectators, parents and other customers to instill confidence and trust in King Pin Lanes.
- 15) Other duties as assigned.