



Director of Concession Services

Job Type: Full-time 37.5 hours per week
Salary: Commensurate with experience
Work Location: Kentucky Exposition Center, 937 Philips Lane, Louisville, KY 40209

Organizational Summary:

Kentucky Venues operates the Kentucky International Convention Center (KICC) and the Kentucky Exposition Center (KEC) to serve regional, national, and international clients while promoting the progress of the Commonwealth and advancing Kentucky's agriculture and tourism industries and economy. We produce six signature events that bring those from around the world to Kentucky. These events promote the pride and progress of the agricultural industry and affirm our agency's commitment to improving rural and urban understanding. Kentucky Venues is governed by the Kentucky State Fair Board.

Employee Benefits:

Kentucky Venues offers extremely competitive benefits for eligible employees including health, dental, vision and life insurance, paid personal and sick leave, pension and supplemental retirement, free parking, EAP, and employee discounts.

Position Summary:

The Director of Concession Services oversees all aspects of concession operations to ensure a high-quality food and beverage experience for event attendees. This position involves strategic planning, staff management, vendor coordination, and operational execution within a fast-paced, high-volume environment. The ideal candidate is a dynamic leader with a passion for hospitality, exceptional organizational skills, and the ability to optimize performance across multiple concession outlets.

Essential Functions (must be able to execute with/without reasonable accommodation):

Necessary to accomplish position objective; inclusive of how they are performed and frequency at which they are performed. (Employee must be able to perform with or without reasonable accommodations.)

- Oversee daily operations of all concession services, ensuring efficiency, quality, and compliance with health and safety regulations.
- Develop and implement standard operating procedures for concession services.
- Oversee Commodity Vendors to ensure positive partnership.
- Manage inventory levels and coordinate with suppliers to ensure availability of products during events.
- Learn and enforce compliance with Kentucky and Louisville liquor laws.
- Recruit, train, schedule, and supervise concession staff, including seasonal and part-time employees.
- Foster a positive, collaborative work environment focused on delivering excellent customer service.
- Conduct performance evaluations and provide ongoing coaching and development opportunities.
- Monitor budgets, control costs, and optimize profitability of concession operations.
- Analyze sales data to identify trends and make recommendations for menu adjustments and pricing strategies.
- Prepare financial reports and forecasts related to concession operations.
- Collaborate with event organizers, facility management, and catering teams to tailor concession offerings for specific events.
- Ensure timely setup, staffing, and execution of concession services during events.
- Address and resolve customer inquiries and complaints promptly and professionally.

- Work with food and beverage vendors to source high-quality products at competitive prices.
- Assist in developing diverse, appealing menu options that align with guest preferences and event themes.
- Stay informed of industry trends and introduce innovative offerings to enhance the guest experience.
- Maintains professional and approachable demeanor and addresses inquiries and concerns graciously and with a sense of urgency.
- Performs relative duties and manages other responsibilities as assigned.

Direct Reports:

- Administrative Support Staff

Physical and Working Demands (must be able to execute with/without reasonable accommodation):

- Consistently communicates and interacts in-person and via voice call, video call, text, and email
- Regularly operates office devices including calculators, telephones, copy/fax machines and printers
- Regularly traverses facility space, including stairs, ramps, escalators/elevators, and heavily occupied spaces
- Consistently functions effectively in moderate/high-pressure environment, according to a stringent schedule
- Office and event facility settings with moderate/high noise levels
- Varied work hours including weekdays, evenings, late nights, early mornings, weekends, and holidays, contingent upon event scheduling; regularly works more than 40hpw
- Regularly travels locally and regionally for sales calls and industry functions
- Exposure to hot/cold/humid climates and elements including livestock, hay, dirt/dust, and exhaust fumes

Requirements for position (minimum Education Level, Years of Experience and Specialized Abilities):

An equivalent combination of education and experience may be substituted.

- Bachelor's degree in the field of Hospitality Management, Business Administration, or a related field
- 3+ years of experience in food and beverage management, preferably in a large-scale event or entertainment venue.
- Proficiency in inventory management systems and point-of-sale (POS) platforms.
- Knowledge of health, safety, and food sanitation regulations.
- Must possess a valid Driver's license
- Must be eligible to work in the United States

To Apply:

Complete an application at kyvenues.com/apply and attach a letter of interest, résumé, and professional references.

Kentucky Venues is an equal opportunity employer. Kentucky Venues does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy, or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.