

POSITION DESCRIPTION

<u>JOB TITLE:</u> Arena Attendant	<u>REVISION DATE:</u> October 2015
<u>REPORTS TO:</u> Arena Manager	<u>STATUS:</u> Part Time
<u>DEPARTMENT:</u> Arena	<u>TYPE:</u> Hourly

PURPOSE OF POSITION:

Under the direction of the Arena Manager and/or Arena Assistant Manager the Arena Attendant is responsible for providing excellent customer service while operating the arena concession stand.

RESPONSIBILITIES AND DUTIES:

I. Providing excellent customer service to the public by:

- Greeting the public, answering questions, providing assistance with concerns and directing customers to the correct individual;
- Preparing and serving food and beverages in a safe manner;
- Performing cash register duties with a high attention to detail;
- Using hospitality and graciousness in all interactions.

II. Maintaining operations of the concession stand by:

- Cleaning all machines and counters as required;
- Restocking food items in their appropriate locations;
- Recording transactions in daily log;
- Performing opening and closing duties as outlined in applicable procedures.

III. Providing a safe work environment for other employees by:

- Ensuring that the concession stand is kept tidy and clean;
- Ensuring that Arena Manager and/or Arena Assistant Manager are made aware of any health and safety concerns.

IV. Performing other associated duties, as required.

POSITION SPECIFICATIONS:

Education

Some High School, or the equivalent work related experience.

Experience

Customer service and/or food service experience would be considered an asset.

Abilities/skills

Attention to detail

Basic math skills

Ability to work independently

Proficiency with cash register, kitchen equipment and cleaning supplies

Customer service and conflict management skills

Judgement

Problems faced on the job tend to be routine and standard. Solutions or required responses are set by well-established guidelines and precedents. Solutions are obvious with few alternatives, or the problem can be referred to someone else. Little choice of independent action or judgement is required.

Contacts

Contacts primarily require the ability to identify and respond to basic needs or requests.

Contacts may be both inside and outside the organization. Tact and diplomacy may be required to deal with minor conflicts/complaints. Generally the incumbent can refer or confer on a difficult or challenging situation.

Mental Effort

Tasks are generally routine with frequent interruption and requires low concentration when repair equipment.

Physical Effort.

Tasks are typically indoor with occasional pushing/pulling, twisting and bending and moderate lifting throughout the day.

Resources

Works with information/data/files that are mostly straightforward with clear rules for location or retrieval. Records and stores in existing systems or formats (e.g. guides or computer files).

Policies and Personnel

Provides informal training or instruction to co-workers.

Material Resources

Most of the time work indirectly affects the safety, well-being or interests of user groups. Has little or no responsibility for the ultimate outcome.

Finances

Compiles information and data required for financial activity. Records into ledgers or computer files. Maintains financial records, ledgers, etc. Calculates and maintains financial records, or provides input to data entry personnel. May be authorized to spend and collect small amounts of cash.

Working Conditions and Hazards

The position works part time hours as required on varied weekday/weekend, day and evening shifts. The working environment is typically indoors working in a kitchen type setting, handling cash and managing inventory. Typical conditions are such that a minor to moderate risk of injury, harm or illness to the incumbent could occur.