



## Concession Worker

FT/PT  
Parks & Recreation

### JOB SUMMARY

Concessionaires are responsible for all aspects of concessions operations to include cleaning, food preparation, handling financial transactions, selling soft drinks, chips, candy and other food items to park patrons. They are responsible for maintaining cleanliness and orderliness in the concession area and assisting patrons as needed. Effective concessionaires must be able to move quickly and efficiently within the concession stand, adhere to food safety guidelines, operate food equipment safely and accurately, and follow verbal and written instructions. Positive customer and staff relations are essential.

### MAJOR DUTIES

- Greet and serve customers at the concessions counter in a prompt, friendly, and courteous manner.
- Assure customer satisfaction by providing quality food and drink in a timely manner.
- Process customer orders and transactions quickly and accurately using Square system.
- Set up and close out concession counter: operating food warmer, coffee percolator, snow cone machine, nacho cheese warmer, gas grill, fryers, etc. including clean-up of this equipment.
- Have all items ready for sale at prescribed opening time.
- Maintain prep and serving counters, keeping free of unnecessary items and sanitizing regularly.
- Maintain concession area in a clean, sanitary, neat and orderly fashion.
- Inventory and stock concessions/supplies as needed, reporting any needs to Concession Manager.
- Report to supervisor immediately any incident, accident or unsafe conditions.
- Instruct/supervise other staff members assisting in concessions operations as needed.
- Maintain personal hygiene, neat personal appearance, and wear appropriate staff ID/uniform.
- Other duties as assigned by supervisory staff to facilitate the safe, sanitary, effective operation of the assigned facility.

### KNOWLEDGE SKILLS AND ABILITIES REQUIRED BY THE POSITION

- Friendly and courteous
- Manual dexterity
- Reliable & Punctual
- Able to handle multiple demands in fast-paced environment
- Excellent oral and written communication skills
- Access to mobile phone and ability to navigate apps for scheduling, payroll, and communication
- Able to lift boxes and equipment up to 25 lbs

- Ability to work with staff, volunteers, and public
- Access to reliable transportation

#### **GUIDELINES**

- Guidelines include City and departmental safety policies and procedures, as well as supervisory instructions. These guidelines are clear and specific, but may require some interpretation in application.

#### **COMPLEXITY/SCOPE OF WORK**

- The work consists of working on tasks assigned within the scope of the designated concession stand area.

#### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- **Physical Demands:** The work is typically performed with the employee intermittently sitting, standing, walking, bending, crouching or stooping. The employee must frequently lift light and heavy objects of up to 25 pounds and carefully operate kitchen appliances.
- **Work Environment:** The work is typically performed indoors. The employee may be exposed to Grease, food allergens, and necessary cleaning chemicals, as well as occasional hot, cold or inclement weather. This work may require the use of protective devices such as masks, or gloves.

#### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

- N/A

#### **MINIMUM QUALIFICATIONS**

- No experience necessary