

## CONCESSION STAFF

## NATURE OF WORK

This is temporary or seasonal work involving customer service, admissions, and food prep duties within aquatics, and recreation operations. Positions within this classification may range from entry-level worker to lead or supervisory roles, depending on the needs of the department and the specific position assigned. Aquatics assignments are seasonal in nature, while recreation assignments are temporary. This class is in the Unclassified Service.

Work involves performing a variety of duties in accordance with established departmental procedures. The level of responsibility, decision-making, and supervision exercised varies by position and assignment. Work includes direct interaction with the public, handing cash or electronic payment, and ensuring a positive and safe customer experience. Employees may work under close supervision or may serve as a lead or supervisor over other unclassified employees.

## EXAMPLES OF WORK PERFORMED

*Duties may include, but are not limited to, the following, depending on position assignment:*

Prepares and serves food and beverage items.

Provides admissions services, including greeting patrons, collecting fees, issuing passes or wristbands, and controlling access to facilities or events.

Collects payments, makes appropriate change, and operates computerized point-of-sale systems.

Provides courteous, professional, and responsive customer service to the public.

Maintains cleanliness, safety, and readiness of concession and admission areas.

Ensures concession, admissions, and facility operations comply with safety, health, and customer service standards.

Orders concession and admissions supplies, monitors inventory, balances funds, and prepares daily deposits.

Trains, schedules, and supervises concessions staff, as assigned.

Serves as a lead worker or supervisor over other concessions or admissions employees, as assigned.

Performs related work as required.

## DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of safe food handling and practices.

Knowledge of basic cash handling, admissions procedures, and customer service principles.

Ability to work efficiently in a fast-paced environment and as part of a team.

Ability to provide positive, professional, and effective customer service.

Ability to maintain reliable and punctual attendance for all scheduled work shifts.

Ability to provide direction and oversight to other staff, when assigned supervisory responsibilities.

## MINIMUM REQUIREMENTS

Sufficient training and experience to perform the duties assigned to the specific position. Must meet the minimum age requirement for the hired position.

## NECESSARY SPECIAL REQUIREMENT

Must possess or obtain a valid Food Handler's Permit dependent upon position assigned.

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