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### **Job Description: District Concession Workers**

**Department:** Aquatics

**FLSA Status:** Non-exempt/Hourly

**Immediate Supervisor:** Concessions Manager

**Salary Range:** Minimum wage

**Supervises:** NA

**Classification:** Seasonal

#### **JOB SUMMARY**

Under the supervision of the Concessions Manager, Concessions Workers are responsible for providing excellent customer service while selling, preparing, and serving food items and nonalcoholic beverages to patrons of Splash City Waterpark. Concession Workers also assist with exercising proper stock and inventory controls, performing assigned pre and post-closing responsibilities, and other tasks as assigned. This position will work primarily afternoon, evenings, and weekends based on the operating hours of the facilities.

#### **SPECIFIC DUTIES**

- Provides excellent customer service. Interacts with the public and answers questions; responds to inquiries from employees, visitors, customers, and others and refers, when necessary, to appropriate persons.
- Ensures concessions area is maintained in an orderly, clean and sanitary condition at all times and in compliance with the Madison County Health Department standards. Communicates issues/needs to Concessions Manager.
- Assists with stocking of items sold as needed, e.g. beverages, candy, chips, snacks, etc.
- Prepares food items such as popcorn, hot dogs, nachos, fries according to state health and safety guidelines.
- Accurately handles cash transactions and operation of Point-of-Sale cash register. Performs assigned cash register opening and closing duties and reports.
- Assists with ensuring the facility is opened and closed in a clean and secure manner.
- Actively supports District loss control/risk management program by performing all job tasks within the rules and guidelines of the District's safety program.
- Observes and reports unsafe conditions and/or issues to supervisor.
- Performs other duties as assigned by supervisor.

#### **QUALIFICATIONS**

- Must be at least 16 years of age.
- 1-2 years customer service/food service experience preferred.
- Demonstrates ability to provide quality, courteous customer service.
- Effective communication skills, both verbal and written.
- Proficiency using computer equipment.
- Enthusiastic self-starter who can work independently and as a part of a team.
- Must be able to lift and carry objects weighing up to 20 pounds on a regular basis.
- Capable of bending to the floor and reach/lift overhead.
- Must be able to successfully pass an ISP Criminal Background Check
- Must hold valid State of Illinois Driver's License.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential duties, responsibilities, and requirements.