

## **Hospitality Attendant**

### **General Statement of Duties**

To ensure effective operation of the concession stand during designated hours (includes nights and weekends). Oversee the concession stand's operations, including opening and closing procedures, preparing & serving food items, performing cleanup duties during and after operating hours, and customer service. Additional responsibilities may include assisting with programs and events around the Recreation and Event Center.

### **Distinguishing Features of the Class**

Under general supervision, this role involves ensuring the effective operation of the concession stand. Responsibilities include preparing the concession stand for opening and closing, maintaining cleanliness in work areas and food preparation to comply with health code regulations, and ensuring that all concession areas meet safety standards. General supervision will be provided by the Recreation Facility Manager.

### **Illustrative Examples of Work**

Open and closes the concession stand for operation.

Provide customer service while taking orders and operating the kiosk register.

Keep the assigned area clean, sanitary, and safe.

Take customer orders and assemble them correctly.

Accept payment from customers via a kiosk register.

Check food items to ensure quality and safety standards are met.

Perform basic maintenance on machines and equipment, as needed.

Answer questions about concession stand prices and items sold.

### **Knowledge, Skills, and Abilities**

Attention to Detail- Ability to follow instructions for food preparation and adhere to company policies, including health guidelines.

Customer Service- Ability to communicate effectively and manage interactions in high-stress situations.

Collaboration- Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Multitasking- Ability to multitask efficiently while working in with large crowds and handling multiple orders simultaneously during their shifts.

### **Physical Requirements**

Must be able to physically perform the basic life operational support functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, walking, pushing, pulling, fingering, grasping, feeling, talking and hearing, and repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

The worker is subject to both inside and outside environmental conditions and noise.

The worker may come in contact with potentially infectious bodily fluids during the performance of his/her duties.

### **Desirable Education and Experience**

One-two years of experience in the food industry, customer service or related field. Must be able to work with limited on-site supervision. Must be able to work nights and weekends.

### **Fair Labor Standards Act (FLSA) Status**

Non-exempt

2024