

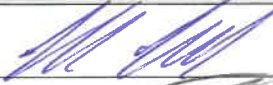


DISTRICT OF CLEARWATER Job Description

Job Title	Concession Clerk	Department	Operations and Infrastructure
Reports To	Supervisory of Facilities, Parks, and Arena	Job Classification	☐ Exempt ☒ Non-Exempt (Union)
Pay Band/Grid	\$ 16.75	Job Grouping	Facilities, Parks, and Arena
FTE Designation	Casual - Seasonal	Job Description Status	☐ New ☒ Revision
Benefits	1. Health & Wellness ☐ Extended Health ☐ Dental ☐ Sick Leave ☐ LTD ☐ EAP ☐ AD&D ☐ Health Spending Account ☐ Personal Life & Dependent Life Insurance 2. Pension Plan Options ☐ Define Benefit Pension Plan ☐ Define Contribution Pension Plan (RRSP) ☒ Pay-in-Lieu of Benefits 3. Training and Professional Development ☒ Professional and Technical Certificate Renewal ☒ Tuition Reimbursement ☒ Training and Development Programs		
Supervision	☒ No, this position does not have direct reports. ☐ Yes, this position supervises:		
Job Purpose	Reporting to the Manager of Facilities, Parks, and Arena through the Supervisor of Facilities, Parks, and Arena, the Concession Clerk serves as part of the Arena team with responsibility for providing friendly, efficient, and courteous customer service at the concession stand or food kiosk. The primary focus will be to take orders, prepare food and beverage order, handle transactions, maintain cleanliness, and ensure customer satisfaction.		
Responsibilities	1. Customer Service: provide friendly, engaging, and courteous customer service to arena users, including participants, spectators, and event organizers. Assist with inquiries, address concerns, and provide information about facility services and policies. 2. Prepare and assemble food and beverage orders according to established recipes, portion sizes, and quality standards. Ensure that all items are prepared and presented in a safe, timely, and consistent manner. 3. Accurate calculate order totals, receive payment (cash, credit, debit) using the cash register or POS system. Provide customers with correct change, receipts and any other appropriate documentation. 4. Monitor and maintain inventory levels of food, beverages, and other supplies necessary for the efficient operations of the food kiosk or concession. Restock		

	items as necessary to ensure availability and freshness. Keep track of inventory usage and report any shortages or discrepancies to supervisor. - Food Safety and Sanitation: adhere to food safety and sanitation requirements including proper handwashing, glove usage, mask usage when appropriate, and maintaining a clean, organized, and sanitized workstation. Follow hygiene protocols to ensure food safety and prevent cross-contamination. - Equipment Operations: operate concession equipment, such as popcorn machines, grills, fryers, coffee makers, slushie machines, and other equipment following operational procedures. Perform routine minor maintenance and cleaning of equipment as required. - First Aid & Emergency Response: render first aid immediately when required in the event of injuries, falls, or accidents. Assess the situation, provide assistance, and seek assistance when required. - Equipment Inspection: conduct regular inspection of rental skates, ensuring they are in good conditions and properly fitted. Identify any damaged or unsafe equipment and remove it from circulation until repairs can be made. - Maintain cleanliness and organization of the concession stand including countertop, food preparation area, dining areas. - Must stay informed about menu items, ingredients, and allergen to assist clients with their order and to address any potential dietary concerns or restrictions. - Promote and provide suggestions for additional items, combos, or specials to enhance dining experience of guests and to increase sales. - Collaborate with other arena staff to ensure smooth operation. - Documentation: complete daily logs, incident reports and other documentation necessary for the concession operations. Keep a detailed record of intervention and follow-up actions taken for review by the Supervisor and/or Manager. - Proactively seeks ways to initiate continuous improvements to the role. - Complete other related duties as assigned.
Education & Certifications	- First Aid CPR-C & AED Certificate - Food Safe/ Food Handler Certification
Experience and Skills	- No minimum experience required. - Demonstrated ability to follow instructions for the purposes of preparing meals. - Ability to communicate verbally and in writing in English. - Basic math skills for cash handling and transaction processing. - Ability to remain calm and composed during emergency situation and make quick decisions.
Competencies	- Problem Solving/Triaging/Critical Thinking ☐ Low ☒ Med ☐ High - Meal Preparation ☐ Low ☐ Med ☒ High - Customer Service ☐ Low ☐ Med ☒ High - Conflict Management & Dispute Resolution ☒ Low ☐ Med ☐ High
Work Environment	- Indoor work environment. - Hours will be subject to posted schedule and operational requirement.

	• May be called upon to support during an emergency. • A successful Police Information Check is contingent upon employment.
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REVIEW SIGNATURES			
Department Director		DATE	July 13, 23
CAO		DATE	July 13, 23

