

CITY OF BRECKSVILLE

Job Description

Job Title: Recreation Employee - Concessions/Entry Booth Attendant
Department: Community Center and Human Services
Reports To: Recreation – Designated Supervisor
FLSA Status: Non-exempt
Approved Date: May 26, 2021

JOB SUMMARY

Under general direction of the designated supervisor, performs duties to operate and maintain the Brecksville Aquatic Center concessions, entry booth & field concessions.

CLASS CHARACTERISTICS

This is a part-time recreation position. Incumbent is expected to learn technical and specialized rules, regulations, daily sales and inventory processing procedures, and activities related to the Recreation and Human Services Departments. Regular use of independent judgment and initiative is required.

ESSENTIAL FUNCTIONS

Food preparation, and sales transactions:

- Greet and welcome patrons entering the aquatic center, determines the specific nature of their visit and directs them to the specific destination.
- Checks members in, when needed collects cash payments, credit card payments and issue guest passes when required.
- Answers telephones, directs calls and takes messages.
- Promotes Recreation and Human Services activities and events.
- Certified in and able to perform CPR and AED (automated external defibrillator).
- Receive and process food orders.
- Process and complete register transactions.
- Food preparation and distribution.
- Following all procedures and precautions needed when preparing food.
- Following health and safety precautions needed to prepare and handle food.
- Keep updated and refreshed for all emergency procedures by reviewing the materials often and attending any in-service training and up-date courses.
- Uniforms may be mandatory while on duty.
- Maintain wellness and hygiene by being rested, healthy, and properly groomed for the shift.
- Being able and prepared at all times to respond to emergency situations in areas beyond the concessions and entry booth facilities when called upon.
- Maintaining inventory, re-stocking items when needed, and informing the appropriate staff when something needs re-ordering.
- Washing hands before handling any food, and using gloves when handling pizza, hot dogs, pretzels, or any food that isn't pre-packaged.
- Works effectively in collaboration with other Recreation staff and performs other duties as assigned.

Provide service to the patrons by:

- Being educated about the food menu, offerings, and facilities.
- Answering or directing questions from patrons.
- Be as courteous as possible to the patrons.

- Be knowledgeable about the facility, programs and community.
- Redirecting any questions you cannot answer to your designated supervisor or the next most appropriate resource.
- Avoid gossip and negative comments about staff and/or patrons.
- Be neat in your appearance. Be properly groomed and be sure your attire is clean and neat looking. Never working a shift when sick.

Maintaining the concessions public area and work areas in a neat and orderly condition.

- Make accurate reports on any hazards, incidents, or issues.
- Properly cleaning and disinfecting all needed areas regularly.
- Wiping public tables down, properly disposing of any trash, and cleaning any spill or mess in public concessions area.
- Proper cleaning and maintenance of all food machinery.
- Emptying trash and recycling receptacles as needed.
- Maintaining the concessions area through daily cleaning tasks and assigned cleaning duties.
- Other maintenance duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of the food service industry; knowledge of proper basic cleaning and maintenance. Demonstration of good public relations skills as well as ability to establish effective working relationships with the public and other personnel. Also general knowledge about Recreation and Human Services programs, policies for providing customer service, ability to use a computer, other standard office machines, communicate effectively verbally and in writing.

PHYSICAL DEMANDS

Conditions include constant bending, reaching, walking, standing, or sitting for extended periods of time where employees are exposed to excessive noise, and are exposed to aquatic facilities, frequent climbing, kneeling, stooping, and bending; moderate mental effort required. General manual dexterity. Occasionally lift and/or move up to fifty (50) pounds. Some work is performed under the hazardous conditions of cleaning chemicals. Requirements include being able to maintain proper customer service at all times.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment is indoors, with possible outdoors exposure during special events. The noise level is usually moderate, and the employee is subject to high levels of public contact and frequent interruptions, as well as working in close proximity with other employees. While performing duties of this job, the employee works near swimming pools and various types of recreation equipment and is occasionally exposed to the risk of slipping and falling. The employee also risks physical hazards from mechanical and electrical equipment, exposure to pool chemicals, working in and around chemicals and hazardous gases. Due to the close proximity and interaction between employees, patrons, and program participants; employees are expected to the best of their ability to minimize the risk of introducing unhealthy and or harmful pathogens to the workplace.

While performing duties of this job employee is frequently required sit, stand, walk, kneel or crouch. The employees must occasionally lift/carry, push or pull objects weighing up to 20 pounds. Specific Vision Abilities required by this job include close vision, distant vision and depth perception. Employee should be able to walk distances equivalent of giving tour of the facility to potential patrons.

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successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION AND EXPERIENCE

Experience in a recreation, food service industry, or customer service preferred. This position is open to ages over 16 with a work permit from school. Individuals must be able to perform job responsibilities. Skill in operating an on-line computer terminal, printer, fax machine, calculator and other office equipment are necessary.

Selected applicants may be subject to, and must pass a physical, drug test, and background check.

MISCELLANEOUS

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Employees who hold multiple positions must adhere to the expectations, requirements, and demands for each and all positions.