



JOB DESCRIPTION

CLASSIFICATION: LEAD - HOSPITALITY


JOB TITLE: LEAD - HOSPITALITY

REFERENCE NO: 100492

DIVISION: PUBLIC SERVICES

DEPARTMENT: COMMUNITY DEVELOPMENT

APPROVAL DATES: BY:  **DATE:** July 30, 2021
MANAGING DIRECTOR OF PUBLIC SERVICES

BY:  **DATE:** July 30, 2021
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a temporary part time position responsible for overseeing and providing leadership of the food & beverage services operations including supervising hospitality supervisors & workers, maintaining inventory and cash control. In addition, responsible for ensuring the overall guest experience for all City facilities/venues.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to, and performs work under the general direction of, the Food & Beverage Supervisor in accordance with current corporate policies and procedures.
- Provides direction and works closely with the Hospitality Workers I & II on shift.
- Maintains internal and external relationships with facility staff, various City staff volunteers and the general public.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides direction and trains the Hospitality Workers I & II.
- Responsible for overseeing preparation, distribution and/or selling food and beverages at various City facilities.
- Performs and/or responsible for inventory pre and post count/records.
- Maintains cash floats including opening/distributing, making change, closing/collecting.
- Responsible for reconciliation with point of sale system at close of day.
- Ensures that patrons are satisfied with service and responds promptly and courteously to requests and/or concerns.
- Accepts patrons' payments and issues change in accordance with the City's cash handling procedures.
- Prepares and serves alcoholic beverages in accordance with the Alberta Gaming and Liquor Act.
- Monitors food and beverage quality and takes appropriate action to ensure that a high standard of guest experience is consistently maintained.
- Ensures work areas are maintained: neat and clean.
- Projects a positive image of self and the organization.
- Performs other related duties as required or assigned by an immediate supervisor or delegate.

REQUIRED COMPETENCIES:

- Demonstrated knowledge of concession procedures and functions.
- Proven experience with food and beverage service industry best practices.
- Demonstrated organizational and leadership skills.
- Possess above average math skills.
- Demonstrated excellent interpersonal relationships and communication skills.
- Ability to work with limited direction and solve routine work problems.
- Ability to make decisions using sound judgement.
- Reliable, trustworthy and dependable.

REQUIRED QUALIFICATIONS:

- Successful completion of Grade 12 or a high school equivalency.
- Minimum of three (3) years' experience in the food/beverage service industry, including one (1) year supervisory experience.
- Legally permitted to serve alcohol and successful completion of ProServe.

July 12, 2021