



## JOB DESCRIPTION

**CLASSIFICATION:** HOSPITALITY WORKER II

**JOB TITLE:** HOSPITALITY WORKER II

**REFERENCE NO:** 100493

**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 operation of food & beverage services at facility wide multi-concession operations including maintaining inventory and cash control and may provide direction to hospitality workers on shift.

### **ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to, and performs work under the general direction of, the Supervisor of Food & Beverage in accordance with current corporate policies and procedures.
- May take direction from the Lead – Hospitality.
- May provide direction to Hospitality Workers on shift.
- Maintains internal and external relationships with facility staff, volunteers and the general public.

### **PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Responsible for overseeing preparation, distribution and/or selling food and beverages at various City facilities.
- Provides direction to Hospitality Workers.
- Performs 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. Keeps work areas 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.
- 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 High School equivalency diploma.
- Minimum of two (2) years' experience in the food/beverage service industry, including six (6) months supervisory experience.
- Legally permitted to serve alcohol and successful completion of Alberta ProServe certification.

July 12, 2021