



Classification Description

Job Title: Concession Stand Worker

Pay Grade: TEMP

Job Code: 8100A - Student Assistant
9094A - OPS Temp

FLSA Status: Non-Exempt

Job Purpose

The Concession Stand Worker is responsible to provide excellent customer service at assigned events held at the SunCoast Credit Union Arena. Under the supervision of the Food and Beverage Specialist this position performs a variety of tasks related to concession operations including, but not limited to, preparing and selling a variety of menu items, collecting payment and providing accurate change, and various housekeeping responsibilities. This position is responsible to follow opening and closing procedures and food and beverage regulations.

General Responsibilities

Essential Functions

Greets customers in a friendly and timely manner and takes concession snack and drink orders from them.

Checks customers' identification and confirms it meets legal drinking age.

Restocks and replenishes inventory and supplies.

Assists in kitchen process such as preparation, cooking, and serving products.

Processes the order on cash register and returns correct change; follows cash handling policies and procedures. Balances cash drawer each shift or as directed following established cash handling policies.

Prepares and provides concession supplies ordered by customers.

Maintains cleanliness in concession area.

Follows safe food handling procedures at all times.

Remains guest focused and nurtures an excellent guest experience.

Complies with all food and beverage regulations.

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Communicates with guests with enthusiasm and make them feel appreciated through displayed actions.

Discontinues serving guests who appear intoxicated.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Must be 18 years or older.

High School Diploma or GED.

Ability to stand for long periods of time.

Ability to read, understand, and effectively carry out written and oral instructions.

Ability to use equipment safely and act in a safe manner when in the work environment.

Knowledge of general food service.

Ability to handle cash transactions, count money and disperse correct change.

Ability to report to work at the scheduled times which may include nights and weekends.

Ability to work well with other employees and the general public.

Ability to maintain a professional demeanor and establish effective working relationships with associates, volunteers, staff and public; calmly approach and solve problems under stressful circumstances; maintain and promote harmony in the workplace; concentrate for extended periods of time; and be flexible.

Possess multitasking ability for getting several tasks done with a short period

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

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- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

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Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Position requires standing for long periods of time. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 9, 2018.