

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share in their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community as a whole.

SUMMARY

The Concession Attendant role is a key member of the Concession and Beverage Team. This role requires excellent communication skills, strong attention to detail, and the ability to support the Concession and Beverage Team in providing an exceptional guest experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Food & Beverage Services Manager, the Concession Attendant is responsible for the following:

- Ensure excellent customer service is provided by consistently smiling, greeting, and thanking customers and guests
- Follow established procedures to ensure the concession stand is ready for opening by preparing hot dogs, popcorn, and other food items. Setting up candy displays, filling soda towers with ice, checking coffee machines, etc. Set all non-food items, such as cups, napkins and forks
- Ensure all equipment and counters are washed and sanitized prior to each use. Clean and set up condiment counters, including napkins, ketchup, mustard, onions and relish using a ready to use sanitizer
- Serve customers by filling orders, ringing in sales on the tills, receiving payments and making change
- Follow cash handling procedures including being accountable for your assigned till and any variations which may occur
- Monitor and restock products in the concession including, but not limited to, condiments, beverages, and displays, as time permits
- Maintain a basic knowledge of products
- Maintain cleanliness of the concession stand at all times throughout each shift, following Westerner Park's guidelines for sanitation and housekeeping
- Perform duties, as assigned, from the Station Supervisor and Assistant Station Supervisor to ensure efficient operations of the concession stand
- Follow established procedures relating to stock and inventory

Westerner Park supports diversity in all our human resources practices.

- Follow established procedures and AGLC guidelines relating to the sale of alcoholic beverages
- Comply with Westerner Park policies and procedures
- Arrive to work at your scheduled time
- Follow uniforms policies and guidelines, and maintain a professional level of personal hygiene
- Perform other related duties as required by Food Services Management Team

CORE COMPETENCIES

- Results Focused - paying attention to detail, knowing what results are important and focusing efforts to achieve them
- Teamwork - working cooperatively and productively to get the job done
- Communication - able to communicate effectively and maintain positive relationships with employees, guests and clients
- Adaptability - being able to adapt to changes in the workplace
- Problem Solving Skills - Ability to problem solve and identify solutions to address client and guests' issues and needs

QUALIFICATION AND REQUIREMENTS

- Previous cashier or customer service experience is an asset
- Experience with taking customer orders and cash handling
- Possess good interpersonal skills, and is able to work independently or in a team environment
- ProServe certified or willingness to obtain certification if eligible
- Friendly, professional, and courteous to team members, customers, and guests
- Ability to follow directions and work well under pressure in a fast-paced environment
- Ability to work flexible hours including early mornings, evenings, weekends, and holidays as required
- Reliable and punctual

WORK ENVIRONMENT

- Given Westerner Park is in the Major Events industry, this individual will need the ability to be adaptable and flexible with their time. Work will include evenings and/or weekend shifts as event volume dictates.
- Ability to stand for long periods of time
- Occasional lifting up to 50 pounds
- Work in a fast paced environment
- Team focused environment
- Follow all food safe procedures

AFFILIATIONS

Member of the Westerner Employees Association

TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to HR@westernerpark.ca

Westerner Park supports diversity in all our human resources practices.

This job description is not intended to be all inclusive and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.

Thank you for your interest with Westerner Park. We look forward to reviewing your application.

Important Message: We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.

Westerner Park supports diversity in all our human resources practices.