



# Concession & Bar Event Coordinator

6 month term with potential to become permanent

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Westerner Park is Western Canada's Event Centre... Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing.

The Concession & Bar Event Coordinator role is a key role in our Concession and Beverages team, reporting to the Concession and Beverage Manager. They are responsible for ensuring the business requirements for staffing are maintained and executed for all events, and day to day needs are met in their business unit. This position will have impact on our ability to deliver an exceptional client and guest experience by ensuring the right people are in the right place at the right time. They also provide significant value to the team through administration support with efficiency and high attention to detail and timelines.

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## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Concession and Beverage Manager, the Concession & Bar Event Coordinator is responsible for:

- Coordinate and collate all event information as it applies to concession and bar requirements for the park, in perpetuity for a minimum of 3 weeks. Publish the document on a shared drive for access by the F&B division.
- Using historical data and staffing patterns, and incorporating financial return and patron attendance levels, recommend business unit openings to Concession and Bar Managers. Acquire Concession or Bar management approval prior to establishing or modifying labour levels to meet event needs.
- Assign employees to their respective division of labour. Ensure cashiers are using individualized clerk numbers, and are stationed on their assigned tills. Maintain a record of biweekly and confirmed daily event schedules for a period of two years.
- Distribute pay stubs to concession and bar staff.
- Ensure staff are uniformed and are in compliance with organizational guidelines.
- Provide employees with performance feedback. Participate/initiate employee disciplinary and promotion processes. Provide and forward documentation to HR.
- Convey and enforce all Company policies. Participate in the development and modification of new and existing policies.
- Issue clerk numbers for the POS system for all of F&B.
- Track and record employee absenteeism, applying appropriate responses.
- Ensure employee qualifying credentials are forwarded to HR inclusive but not limited to ProServe, AHS food Safety training WHMIS, etc.
- Ensure WCB and "near miss" reports are forwarded to HR the following business day after an incident.
- Create and maintain a bi-weekly staff schedule for concession and bar employees in perpetuity.
- Ensure that WP is operationally compliant to legislative and regulatory requirements inclusive but not limited to health, labour and safety, and AGLC guidelines. Report any issues not within your scope of control to your immediate supervisor.
- Deliver employee onboarding orientations and till training.
- Make recommendations to ensure that a succession plan is in place to offset employee attrition. Make recommendations to appropriate managers as to candidates for training or advancement.



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- Coordinate Cooks school, Ice Cream school, Station Supervisor training workshops, Bartender orientations/training, and vendor/hawker school.
- Provide information pertaining to variances, for current profit and loss statements on a monthly basis.

### DAILY (Event Basis):

- Maintain a healthy rapport with staff; ensure that the work environment remains productive.
- Participate in the creation and distribution of event memos, ensuring event memos are retained on station for one month, or as appropriate.
- Attend to event needs by circulating on the floor during productions. Correct employee/environmental deficiencies as is practical during events.
- Ensure temperature checks and sanitation processes are active during events. Ensure all temperature checks are accessible by a manager at the conclusion of each event, and placed with the business day's paperwork.
- Ensure staff are compliant to uniform requirements, and are greeted upon arrival at the start of their shift.
- Prepare all station Supervisor event clipboards inclusive of stock sheets, cash sheets, void/comp sheets, transfer sheets, cash deposit envelopes, scheduling slips, and event memos.

### WEEKLY:

- Collate and apply labour transfers between departments on behalf of the concession and bar division as required.
- Process payroll input for the concession and bar employee base. Adjust employee start times to correspond with scheduled start times. Report overtime to the Concession or Bar Manager as appropriate.
- Ensure staff hours are coded to appropriate event classifications.

### PERIODIC:

- Attend meetings as required.
- Formulate and compose recommendations for capital expenditures within the scope of your portfolio within deadlines. Submit to the Food Service Manager.
- Assist in the formulation of financial forecasts and budgets that apply to assigned areas.
- Attend Station Supervisor meeting a minimum of semi-annually.
- Monitor and process vacation requests that are conducive to meeting business needs.
- Interview and recruit, or activate hired employees as appropriate.
- Create/modify the curriculum for till training and orientations for bar and concession staff, as directed by concession or bar.
- Other duties as requested.

### KNOWLEDGE AND SKILLS:

- At least two years' experience in a comparable position.
- Hospitality/Concession/ Event management Certificates an asset.
- Payroll experience an asset.
- Knowledge of Word and Excel is required. Generalized working knowledge of Food and beverage BOH systems is an asset.

- Knowledge of the food and beverage industry inclusive of menu planning, food presentation, kitchen operation, training, and processes involved in the control of variable costs an asset.
- AHS food safety certified (or willing to obtain); ProServe certified (or willing to obtain).
- Knowledge of Alberta Health and Safety Standards, and the Alberta Labour and Human Rights codes is an asset.

## TYPE OF COMMUNICATION SKILLS:

- This individual must be very organized, possess the ability to multi-task, and have strong interpersonal and communication skills (both written and oral). Working with and coaching staff will represent a large portion of time allocation for this position.
- Energetic and dynamic with a positive attitude; must have the ability to motivate and lead.
- Ability to produce a high level of service and convey these skills to the food service staff.
- Detail oriented, decisive, with strong customer service ethic.
- Flexible individual able to effectively respond to the diverse demands of customers, management, and employees.

## WORK ENVIRONMENT:

- Supervision of FOH employees, as well as performing a support and supervisory role of concession and bar staff as required during events throughout the Park.
- Fast paced event driven environment requiring a significant amount of evening and weekend shifts.
- This is both a sedentary and mobile position.
- This position requires the incumbent to work extensive hours during the course of the event season.

## SUPERVISORY RESPONSIBILITY:

- Responsible for a variable number of staff subject to event requirements.
- Coordinate the hiring, training, and scheduling of the employee base as it relates to concession and bar staff.
- The ongoing development of BOH and service staff.

**AFFILIATIONS** Member of Westerner Employees Association

**RATE** \$17.36 — \$20.29

**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](mailto:HR@westernerpark.ca)

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