

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

Under the direction of Food & Beverage Services Manager, the Concession Supervisor 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 Food and Beverage Team in providing an exceptional guest experience. At Westerner Park our guest experience is a top priority. Our Food and Beverage Team have a passion for service, a high standard of professionalism and a commitment to creating an exceptional guest experience.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Assign and delegate duties to Concession Attendants, Grill Cooks, and Assistant Station Supervisors
- Verify daily till floats and cashier remissions
- Accurately maintain the integrity of Westerner Park's opening and closing inventory, write offs, and voids. Input data into the POS system as required.
- Maintain and enforce the chain of custody procedures for all cash and negotiable items
- Supervise concession staff, and ensure breaks are awarded as per Alberta Employment Standards
- Maintain up to date knowledge of menu and products
- Fill-in for attendants and cooks as required
- Maintain a professional appearance, good hygiene, and a professional demeanor towards customers, guests, and team members
- Ensure compliance to all Westerner Park policies and procedures
- Report accidents and injuries to a Floor Supervisor or Manager
- Maintain cleanliness of the concession stand, and ensure staff are complying with Westerner Park's health and safety practices
- Administer emergency system protocols and evacuations in the event of an emergency
- Set up and stock the concessions during each event. Verify inventory levels, order inventory as required, and maintain accurate inventory records and controls to meet business needs

**Westerner Park supports diversity in all our human resources practices.**

- Prepare equipment, food, and displays, and ensure food quality is controlled
- Direct and assist concession workers in food preparation and display, customer service, sanitation, cleanliness and safety
- Ensure concession staff adhere to AGLC regulations regarding responsible alcohol service
- Balance the concession stand at the end of events by checking equipment and ensuring work area is sanitized and clean
- Report station and equipment deficiencies, including any necessary repairs
- Perform other related duties as assigned

## CORE COMPETENCIES

- Results Focus - paying attention to detail, knowing what results are important and focusing efforts to achieve them
- 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
- Teamwork - working cooperatively and productively to get the job done

## QUALIFICATION AND REQUIREMENTS

- Completion of online AHS Food Safe Certificate (free online program)
- ProServe certified or willingness to obtain certification if eligible
- Previous customer service experience is an asset
- Possess good interpersonal, organization, and communication skills
- Ability to follow directions, delegate duties, and work with minimal supervision
- Ability to work well under pressure in a fast-paced environment
- Present professional appearance and be courteous when interacting with customers and colleagues
- Willingness to complete in-house Alcohol Awareness, Sanitation, and Supervisor training
- Ability to take direction, and work well independently or as a team member
- Willingness and ability to participate in emergency protocols in the event of an emergency
- Punctual for shifts, and able to work evenings, weekends, and holidays as required
- Knowledge of methods and procedures for serving food, principles of sanitation, and principles of safe food handling is an asset

## 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
- Must be able to transport up to 50 pounds regularly, occasional lifting up to 40 pounds
- Work in a fast-paced environment
- Team focused atmosphere

## AFFILIATIONS

Member of Westerner Employees Association

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**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 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.