



**Westerner Park strives to be... Western Canada's Event Centre...Your Home for Celebration. Our mission is to provide exceptional guest experiences through premier facilities and services.**

**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. You must be available to work a minimum of a (5) hour shift per day of the fair.**

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## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of Food Services Management, the Concession Attendant will be responsible for the following duties during various Westerner Park produced and non-produced events:

- 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.
- 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.

## PHYSICAL DEMANDS

- Ability to stand for long periods of time.
- Occasional lifting up to 20 pounds.

## EXPERIENCE & QUALIFICATIONS

- 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.

**AFFILIATIONS** Member of Westerner Employee Association

**RATE** **\$15.00**

**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 Personnel may perform other related duties as requested to meet the ongoing needs of the organization.**