

CITY OF PAPHILLION

JOB DESCRIPTION

POSITION TITLE: Aquatic Park / Concession Attendant

REPORTS TO: Concession Coordinator and Ball Field Concession Supervisor

SUPERVISES: -----

PURPOSE OF POSITION: Responsible for greeting patrons and guests in a friendly and courteous manner, daily maintenance and upkeep of the facility, accepting payment for use of pool and for distributing food and beverages.

An incumbent will be required to work varied hours during the week including evenings and weekends.

ESSENTIAL FUNCTIONS:

Performs various activities at the admission stand including but not limited to greeting and assisting patrons; checking pool passes to ensure they are being utilized by authorized individuals, collecting fees for admittance, and maintaining records of patrons entering the facility.

Performs various activities at the ball field concession stands including but not limited to opening and closing the stands at designated times, turning ball field lights on and off, as needed, maintaining cash drawer, and keeping umpires and other patrons out of the concession stand area.

Operates cash register; accepts payments and makes accurate change.

Balances daily cash against the cash register tape at the end of assigned shift.

Takes concession orders; prepares, stores and serves food in accordance with established health regulations; assists in maintaining order while individuals wait to purchase admissions and/or concessions.

Operates various concession equipment, appliances and utensils; ensures that equipment and utensils are in proper working order.

Cleans and sanitizes all dishes, equipment, utensils, concession/admission stand and storage areas according to policies and procedures; assists with the cleaning of pool area and equipment as directed.

Inspects and cleans concession stands, eating areas, bathhouse area, and pool area on a regular basis to maintain cleanliness and a hazard-free environment; performs various custodial duties such as sweeping, picking up trash, and sanitizing.

ESSENTIAL FUNCTIONS: (continued)

Assists in the orientation of new pool members, guests and/or concession stand volunteers; provides other assistance to guests and patrons as necessary.

Performs general maintenance and repair to concession/admission area, such as changing light bulbs, minor equipment repair, cleaning spills, removing trash, etc.

Responsible for ensuring the compliance of departmental policies regarding hygiene, health, safety and sanitation procedures.

Responsible for adhering to and enforcing rules and regulations to ensure a safe and enjoyable environment; refers individuals who fail to comply with regulations to the supervisor.

Assists with pool evacuation due to medical and pool emergencies.

Attends weekly staff meetings and participates in employee training sessions as required.

Reports complaints, problems and needs concerning equipment and food supplies to supervisor such as defective, damaged or lost utensils, supplies and equipment, spoiled or unattractive food, and menu complaints.

Prepares accident and incident reports and communicates all incidents to immediate supervisor.

Refers citizen complaints to the supervisor for resolution.

Fills in for other employees as needed.

Establishes and maintains positive public relations with community groups, the general public, and other employees.

MARGINAL FUNCTIONS:

Performs other duties as directed or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY:

Knowledge of and ability to utilize proper telephone etiquette.

Knowledge and ability to perform accurate mathematical calculations such as addition, subtraction, multiplication and division, using a calculator or manually.

Ability to learn and to apply skills and techniques utilized in preparation of food routinely sold at concession stands.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY: (continued)

Ability to learn and detect health and safety hazards and to apply necessary precautions in food preparation and service as related to concessions and admissions.

Ability to learn and apply city policies dealing with emergency situations and/or general inquiries from the public and/or other co-workers.

Ability to learn the facility's rules and regulations pertaining to concessions and admissions.

Ability to learn and apply city policies regarding cleaning and sanitation procedures.

Ability to accurately count money and distribute change to paying customers.

Ability to communicate and deal with the general public in a courteous and tactful manner.

Ability to accurately prepare various records and reports in accordance with established procedures.

Ability to perform job duties efficiently while managing frequent interruptions and/or dealing with stressful or potentially hazardous situations.

Ability to understand and follow both oral and written instructions.

Ability to effectively communicate verbally and in writing, in English.

Ability to establish and maintain effective working relationships with the general public, other employees, and municipal officials.

ESSENTIAL EDUCATION, CERTIFICATION, AND/OR LICENSES:

1. Must be at least sixteen (16) years of age at the time of hire.
2. Cashier experience preferred.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

Work is performed in an outdoor swimming pool environment or in an indoor concession stand environment. Work requires a considerable amount of physical activity, including walking, standing, kneeling, bending, crouching, reaching, stooping, lifting and carrying supplies and equipment. The incumbent is required to frequently talk, listen, sit or stand for extended periods of time, and must have the ability to work outdoors for extended periods of time in extreme sunny, hot and humid conditions and other fluctuations in the weather.

While performing the duties, the incumbent is required to use hands to finger, handle, feel or operate objects or controls. Hand-eye coordination is necessary to operate cash registers and other

**ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:
(continued)**

pieces of equipment. Vision abilities required include close vision and the ability to adjust focus. The noise level is usually loud.

Work requires extensive interaction with the general public from a variety of age groups and may be stressful when dealing with irate citizens.

Employee Name (please print)

Employee Signature

Date

Supervisor Signature

Date