

CITY OF PAPILLION

JOB DESCRIPTION

POSITION TITLE: Golf Concessions Attendant

REPORTS TO: Golf Manager and Assistant Golf Professionals

SUPERVISES: -----

PURPOSE OF POSITION: This work involves assisting in the operation of the concessions counter and/or concession cart sales of a municipal golf course clubhouse. The incumbent is responsible for greeting patrons and guests in a friendly manner, preparing food and drink for golf patrons, accepting payment for food and beverage sales at the City golf courses, keeping concession areas stocked and ready for immediate service and clean up of all concession areas and patron food areas. The incumbent will be required to work varied hours during the week including evenings, weekends and holidays.

ESSENTIAL FUNCTIONS:

(Any one position may not perform all of the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)

Takes concession orders, prepares, stores and serves food and beverage in accordance with established health regulations and with in the Nebraska Liquor Control Commission guidelines.

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

Operates cash register, accepts payment and makes accurate change.

Cleans and sanitizes all dishes, equipment, utensils, concession areas according to policies and procedures; assists with the cleaning of the golf clubhouses as directed.

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

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

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

Attends 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.

Fills stock and display receptacles.

Orders, receives, and verifies the delivery of concession products.

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

Conducts month end inventories and completes all required inventory reports.

MARGINAL FUNCTIONS:

Performs other duties as directed or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY:

Ability to complete stock orders, receive the products, and verify their receipt.

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 and beverages routinely sold at the concession areas.

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

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.

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 communicate effectively, 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 possess a valid driver's license.
2. Must be at least 19 years of age at the time of hire.
3. Cashier and/or concession experience preferred.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

Work for indoor concession operations is performed primarily indoors in an office/concession environment amid normal conditions of noise, fumes, odors, and dust.

Work for outdoor concession cart operations is performed primarily outdoors on the golf course proper environment amid fluctuating temperatures and weather conditions on a regular basis.

Ability to move about the clubhouse and grounds from 75 to 100% of the workday.

Employee Signature

Date

Supervisor Signature
08/02/05

Date

