



## Job: Concessions

Job Title:	Concessionaires
Reports To:	Park Management
FLSA Status:	Non-Exempt
Date Prepared:	February 2014

### SUMMARY

Jumping works up an appetite! You are responsible for serving our guests a variety of concessions including pizza and beverages while delivering great customer service. Responsibilities will include cash handling, sanitary operations of the food area, stocking/inventory control and park cleanliness. Service and smile a MUST!

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Facilitate an extraordinary and memorable guest experience for every guest every time.
- Embrace “safety is everyone’s responsibility.”
- Embrace “no second chance for first impressions” in regards to overall guest experience.
- Provide excellent customer service to our guests.
- Eye-pleasing and sanitary food preparation in accordance with Health Department regulations and guidelines.
- Demonstrate sound cash handling practices including a balanced till count at start and end of shift, and accurate change counting back to the customer.
- Practice continuous cleaning of concession stand and equipment in accordance with Health Department regulations.
- Inventory and restock merchandise as needed throughout shift.
- Perform custodial duties as required including trash removal.

### Qualifications and Requirements

- Leadership experience with a strong focus on customer service.
- Able to process and handle cash transactions.
- Ability to speak up and be heard in a loud environment
- Excellent communication skills, with the ability to interact and work with kids of all ages, including parents.
- Ability to work nights and weekends.
- Able to address and handle problems as they occur and apply experiences to future situations.

- Able to multi-task in a fast-paced environment
- Ability to enforce rules.
- CPR certification and/or first aid training a plus but not required

### **Physical Demands**

- The physical demands described here are representative of those that required by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing this job, the employee is regularly required to stand; walk; use hands, talk, hear and taste or smell.
- The employee frequently is required to reach with hands and arms; occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements inherent in the occupation.