

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – ARENA OPERATIONS - LOCATION – VARIOUS)

ARENA CLERK - PART TIME - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Arena Operations, or designate, working in co-operation with the Food Services Lead, the Arena Clerk is responsible for providing concession and cashier services, maintaining cleanliness, inventory maintenance and customer service at arena facilities.

GENERAL DUTIES

Responsible for daily operation of concession by being familiar with operating procedures such as opening, closing, customer service and cash management.

Provide customer service to Arena clients in a polite courteous manner.

Provide public with program information (flyers, notice of cancellations, etc.)

Provide cashier services for Arena programs (i.e. skating, shinny).

Balance daily receipts and account for all monies. Ensure corporate and divisional financial processes are adhered to in all transactions. Responsible for cash overages or shortages during scheduled shift.

Prepare food for sale and ensure work station is well stocked with food, drinks and supplies. Replenish condiments and supplies at counter and serving areas.

Clean and restock food service equipment for the concession operation such as hot and cold beverage dispensing systems, hot dog rollers, fryers and all other related equipment as maintenance schedule dictates.

Count, record and complete inventory reports and product transfer requests as required ensuring adequate stock.

Maintain the cleanliness of concession workspace including counters, floors and equipment in designated work area.

Monitor the lobby and secure work area when leaving the concession.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to major responsibilities of the job.

QUALIFICATIONS

1. Previous food service or concession experience related to duties listed above normally acquired by a combination of education and relevant work experience.
2. Above average interpersonal, communication and customer service skills required.
3. Working knowledge of Microsoft Office Word and Excel software.
4. Must be able to read and write English and perform basic math.

5. Working knowledge of database software systems would be an asset.
6. Previous cash handling and balancing experience.
7. Working knowledge of inventory controls, wastage and stock rotation.
8. Sufficient strength and ability to lift and move heavy cases and boxes up to 22lbs. Opens and closes shutters and locks.
9. Current and ability to maintain Food Handlers Certificate.
10. Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website www.wsib.on.ca for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide "**proof**" that you possess the required certificate(s).
11. Must be available to work rotating shifts including days, evenings, weekends and holidays.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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