

**CITY OF LAUDERHILL
CLASS DESCRIPTION, 2020**

POSITION TITLE: CONCESSIONS II (LPAC)

GENERAL DESCRIPTION OF DUTIES

Under the supervision of the Operations Manager and Concessions Lead, the purpose of the position is to handle sales transactions on point of sale system, assist with re-stocking all concession items before the show and after intermission, handling simple food preparation, ensuring that lobby tables are bussed quickly and that lobby floors are swept. Position is responsible for ensuring a well-balanced event, enforcing all safety policies and procedures throughout the venue. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists Department in areas including, but not limited to, concession sales, light food preparation, re-stocking, customer relations, food serving, bussing, light cleaning and cash handling.

Acts on behalf of the department to provide professional, customer-focused, welcoming service, including activities such as greeting patrons/clients, taking food/beverage orders, and preparing foods including popcorn, hot dogs, pretzels and cookies.

Communicates with the Concessions Lead effectively and frequently during events.

Promotes upcoming events with patrons and assists with ticket sales (in person and over the phone, using OvationTix) - including enforcing policies concerning exchanges, refunds, and similar activities.

Escalates patron disputes over concession/bar purchases to the Concessions Lead.

Assists with bar set-up, as directed.

Handles transactions, both cash and credit card, using a point of sale system.

Maintains a clean, safe environment for patrons and employees.

Ensures that concessions supplies are replenished before intermission and after the show.

Assist with serving food/bussing tables during private events such as receptions, parties, and cocktail hours.

Assists with backstage food and beverage items that are a part of artists' rider requirements.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

CONCESSIONS II (LPAC)

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by minimum six (6) months Theatre I, Theatre II, or Concessions I, customer service and cash handling experience; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

Experience using Square (or similar point of sale system) preferred.
Valid Florida State Driver's License (optional).

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate, and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning: Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgement to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties, which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of medium weight (5-30 pounds). Tasks may involve extended periods of standing.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The City of Lauderhill is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Lauderhill will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.