



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
CONCESSIONS ATTENDANT, LEAD
(PUBLIC RELATIONS & SPECIAL ACTIVITIES)
PARKS, RECREATION & TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for assisting with the daily operation and maintenance of a concession stand. Reports to the Recreation Center Supervisor.

ESSENTIAL JOB FUNCTIONS

Operates concession stand to include operating concession equipment, preparing food, cleaning and sanitizing service areas to government regulated health standards, opening and closing cash drawer and compiling daily financial reports.

Provides logistical support for events and programs to include equipment set-up and breakdown and monitoring facility during event.

Provides custodial and field maintenance support; picks up and disposes of trash, cleans restrooms, picnic tables and surrounding area, lines and rakes athletic fields.

Serves as lead worker at assigned facility.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Food Preparation – Basic knowledge of the techniques and skills needed to provide quality food preparation and service.
- Customer Service – Knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Safety – Knowledge of occupational hazards, safety precautions, and safety regulations related to concession equipment operation.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, and citizens.

REQUIRED ABILITIES

- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- **Mathematics** - Ability to perform basic arithmetic applications.
- **Coordination of Work** - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 1 year of related experience including 6 months of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

Must obtain Food Handlers Certification within 30 days of employment.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, and crouching.
- May involve the lifting, carrying, pushing, and/or pulling of objects and materials of moderate weight (10-20 pounds).

SENSORY REQUIREMENT

- Some tasks require the ability to perceive and discriminate sounds, odors, depth, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as, humidity, temperature and weather extremes, hazardous materials, traffic hazards, infectious disease, or rude/irate customers.