

Concession Counter Attendant

REPORTS TO: Theater Manager

EFFECTIVE: 2/1/2022 **UPDATED:** 09/08/22

SUMMARY:

The Concession Counter Attendant of the Holdrege Sun Theater and Event Venue is responsible for preparing and serving various snack items and drinks to theater guests. They greet guests, assemble food orders, operate the point-of-sale terminal and make accurate change, often under busy conditions. Counter Attendants are also responsible for keeping food items stocked, and counters, equipment, and condiment areas clean.

Concession Counter Attendants will provide excellent guest service and adhere to safety and sanitation guidelines, in order to provide exceptional quality of food and service to all Holdrege Sun Theater and Event Venue guests. Compliance with rules and regulations of all applicable federal, state and local laws as well as Holdrege Sun Theater and Event Venue policies is a condition of employment.

ESSENTIAL FUNCTIONS:

Incumbent must have the skills, ability and judgment to perform the following essential job duties and responsibilities with or without reasonable accommodation:

1. Exhibit excellent guest service skills.
2. Present a calm demeanor that deters others from engaging in disruptive conduct, while encouraging a positive interaction with guests.
3. Answer guest questions courteously and accurately or quickly direct them to the appropriate resource.
4. Work effectively with supervisors and co-workers.
5. Demonstrate consistent and effective sales techniques.
6. Complete transactions by greeting each guest, identifying the guest's request, operating point-of-sale terminals, making change accurately, and thanking guests.
7. Ensure the security of all cash, receipts, tickets, and computer systems.
8. Clean and maintain the exterior and interior areas of the theatre including theater, restrooms, lobbies, and concession areas.
9. Perform daily stocking of concessions.
10. Ability to work and meet deadlines with minimal supervision.

11. Follow all procedures to ensure a safe work environment, as well as the safety of our guests.
12. Follow instructions on safe use of all chemicals/cleaning materials.
13. Uphold the Holdrege Sun Theater and Event Venue business practice standards and ensure compliance with company policies.
14. Maintain regular personal attendance for all scheduled shifts.
15. Assist with other theater functions and perform other duties as directed.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met 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 the duties of this job, the employee is regularly required to sit, stand and walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; taste or smell. The employee frequently is required to talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employees frequently work near moving mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The employee occasionally works with explosive, toxic or caustic chemicals. The noise level in the work environment is usually moderate.

REQUIREMENTS:

1. Must be at least 16 years old per Nebraska Liquor Control Commission Laws.
2. Must complete Alcohol Server/Seller and Food Safety training prior to first shift.
3. Must pass a background check prior to employment.

REFERENCES:

4. https://www.nebraska.gov/rules-and-regs/regsearch/Rules/Liquor_Control_Commission/Title-237.pdf