

VILLAGE OF ASHWAUBENON

JOB DESCRIPTION

I. Position Title: Admissions/Concessionaire

Reports To: Café Supervisor
Aquatics Supervisor

II. Job Summary:

The concessionaire/admissions is responsible for the operation and maintenance of the concession stand, selling lake admissions and ticket taking.

III. Duties & Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive and other duties may be required and assigned.

Admissions Responsibilities:

- A. Sale of daily and season passes.
- B. When patrons enter the lake area collect daily ticket or check season pass. Make sure that patrons are not carrying in items that are not allowed in the lake area.
- C. Know the lake schedule and enforce lake rules.
- D. Understand admission requirements and admission fees.
- E. Assist Café Supervisor with counting money at the end of the day.
- F. Assist Café Supervisor with preparing daily bank deposits.
- G. Assist Café Supervisor with completing appropriate paperwork as to keep accurate daily totals.
- H. Maintain order and discipline in the café and surrounding area.
- I. Ensure that participants dispose of trash appropriately before entering the lake area.
- J. Be attentive to the needs/requests of patrons.
- K. Clean the ticket area and assist in cleaning the concession, café and surrounding areas outside the building.
- L. Report any damaged equipment, damage to facility and grounds to the Café Supervisor.
- M. Report any accidents to the Café Supervisor.
- N. Other duties as assigned.

Concessionaire Responsibilities:

- A. Understand the follow proper health department guidelines in the preparation and serving of food products.
- B. Understand use of all equipment in the concession stand.
- C. Sale of concession items.
- D. Ability to prepare food in an efficient manner.
- E. Maintain accurate account of all purchased items from concession stand.
- F. Stock product throughout the day and again at the end of the night to ensure the most efficient working environment.
- G. Fill vending machines.
- H. Assist Café Supervisor with checking in deliveries.
- I. Assist Café Supervisor with maintaining accurate inventory reports.
- J. Assist Café Supervisor with counting money at the end of the day.
- K. Assist Café Supervisor with preparing daily bank deposits.

- L. Assist Café Supervisor with completing appropriate paperwork as to keep accurate daily totals.
- M. Maintain order and discipline in the café and surrounding area.
- N. Ensure that participants dispose of trash appropriately before entering the lake area.
- O. Be attentive to the needs/requests of patrons.
- P. Clean the concession area and assist in cleaning the ticket, café and surrounding areas outside the building.
- Q. Report any damaged equipment, damage to facility and grounds to the Café Supervisor.
- R. Report any accidents to Café Supervisor and/or Lake Director.
- S. Other duties as assigned.

IV. Minimum Qualifications:

- Must be at least 16 years or older.
- Work experience in customer service, cash register operations, cash handling and general cleaning.
- Ability to communicate effectively with patrons.
- Ability to perform light maintenance duties.

V. General Expectations:

- Demonstrate authority when circumstances warrant. Firmly handle difficult situations to maintain order in the building. If needed, contact Café Supervisor or Lake Director for assistance.
- Personal grooming and dress should be clean in taste, no rips or holes in jeans/pants.
- Demonstrate an attitude of courtesy, cheerfulness and friendliness toward the public and patrons.