



A Natural Attraction

City of Quinte West

Job Description

Position: Gathering Hall Attendant (Casual)
Department: Corporate and Financial Services
Reports to: Manager of Marinas and Waterfront Facilities

Purpose and Scope

The Casual Gathering Hall Attendant is responsible for providing excellent customer service to the patrons of the Gathering Hall as well as provide support to the Manager and Assistant Manager of the Marina for events booked in the Gathering Hall.

Duties and Responsibilities:

This position will:

- Unload and stock deliveries.
- Operate cash register and balance till.
- Clean hall, reception, public washrooms, outside areas (including but not limited to washing floors, windows, tables, chairs, kitchen, washrooms, empty garbage, etc.).
- Set up and tear down event hall.
- Ensure proper care, movement and storage of equipment, tables, chairs and seasonal displays.
- Prepare and serve food in canteen for events and public sales in the canteen.
- Serve alcohol in accordance with the City's policies and Alcohol and Gaming Association (AGO) guidelines.
- Conduct yourself in a polite and friendly manner at all times to the clients and their guests.

- Attend related training and development as required.
- Ensure adherence to the City's Occupational Health and Safety policies, City Policies and Procedures and all Standard Operating Procedures (SOPs) for the Marina.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive or limited to the above.

Contacts:

Internal: Director of Corporate Services, Manager of Buildings and Facilities, Manager of Marinas and Waterfront Facilities, Assistant Manager of Marinas, Marina Staff.

External: Boaters (Seasonal & Transient), the General Public.

Education/Specialized Training/Skills:

The incumbent must have:

- A minimum of a Grade 12 Diploma or equivalent.
- Exceptional interpersonal skills and a friendly manner.
- Physical stamina and high energy.
- Good problem solving and attention to detail.
- The ability to demonstrate the highest level of customer service.
- Smart Serve Certified.
- Food handler's training.
- Effective communication skills.
- Ability to work in a busy multi-faceted environment with proficient organizational skills.

Although not required, the following would be an asset:

- Valid Class G Driver's Licence and safe driving record.

Work Experience:

A minimum of one (1) year of experience in customer service is required. Demonstrated interpersonal and team skills are necessary.

Decision Making:


This position must make decisions that may impact their safety and the safety of others.

Supervision:


- Not applicable.

Work Environment

- Position works primarily with clients of the Gathering Hall and customers of the canteen.
- Position primarily works the majority of their time indoors.
- This position may be required to work a combination of day shifts, afternoon shifts, evening shifts and weekends.



Manager of Buildings and Facilities 5/22/19
Date



Director of Corporate and Financial Services April 22/19
Date



Manager of Human Resources April 18, 2019
Date

