

Concessions Clerk

Part Time Seasonal

Reporting Relationship: Reports to manager on duty.

Essential Functions & Responsibilities: The most important responsibility you will have is good customer service. You will need to have good people skills, a positive attitude, and the ability to defuse potentially confrontational situations. Your responsibilities will include:

- Preparation and service of ice cream or quick service snacks, rent boats, retail merchandise sales.
- Keeping store shelves stocked, food service appliances filled, service coolers stocked and cleaned daily.
- Completing other tasks throughout the shift when no customers are present, e.g. cleaning, stocking, portioning food etc.
- Help with other areas if needed such as crafts, activities, etc.
- Greeting customers, serving them and answering their questions to the best of your ability.
- Cleaning floors, emptying garbage/recycling, washing dishes, service and prep counters and some appliances.
- Pass Illinois Safe Food Handler Course (online).

Education & Experience: Must be at least 16 years old.

Skills & Knowledge:

- Must be a people person, have good verbal communications skills, friendly, polite, service minded.
- Must be flexible and open to changes in procedures.
- Ability to work thoroughly and quickly under pressure.
- Cash handling skills: must be able to count back change, work with the POS system with accuracy and speed.
- Basic computer skills and customer service standard practices.

Language Skills: Ability to verbally communicate with customers and employees of Fish Lake Beach Inc. in a professional, calm and polite manner-absent of cursing, slang or disrespectful tone.

Mathematical Skills: Ability to add, subtract, and multiply.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written or verbal form. The ability to deal with the occasional unreasonable customers in a professional and polite manner.

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 position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Sometimes required to walk on paved and unpaved surfaces outdoors.
- Regularly stands much of the shift.
- Frequently moves boxes, bundles of firewood, retail stock, bags of ice, outward and above the shoulder for extended periods of time to a maximum height of 6 feet.
- Employee must be able to lift and move 25lbs.
- Employee is frequently required to speak, hear and interact with employees and customers.
- Employee must be able to visually inspect the campground and make visual observations.

Work Environment: The work environment characteristics described here are representative of those a clerk encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Clerks are expected to arrive on time and be ready to work.
- Clerks must use timeclock. Clerks can break for lunch, without punching out if they stay in the store.
- Staff shirts are required and are provided by Fish Lake Beach. Shirts may be worn with slacks, jeans, or shorts. Clothing must be clean and presentable.
- Personal cell phone usage must be kept at a minimum. No cell phone usage when working. You may check your cell phone during your break and must be done in the back room, not in front of customers.

Seasonal Employment: If hired, you'll be expected to work the entire season.

Shifts Needed: Weekday and weekend. Shifts and hours to be determined.

I have read and understand the job description for this position. I also understand that I must be able to perform the Essential Functions and Responsibilities stated in this description.

Employee Signature: _____ **Date:** _____ **Print Name:** _____

Senior Manager/Owner Signature: _____ **Date:** _____