



Concessions Team Member Job Description

Reports to: Concessions Leads, Supervisor, Manager, and F & B Director
FLSA: Hourly
Approved By: Chief Executive Officer, HR Manager, and F & B Director

Position Summary:

Concessions Team Member, under supervision, will prepare and sell food and beverages to guests on the Midway or the Roller Rink cafe. You would also be responsible for cleaning and maintaining equipment in a fast-paced environment. You set the tone for each guest who visits Oaks Park through your attitude and assisting with keeping the food areas neat and looking great.

Essential Duties and Job Responsibilities:

- Welcome and greet customers, answer questions, and provide excellent customer service to contribute to an overall memory-making experience.
- Provide consistent, friendly, and helpful service to guests and coworkers.
- Complete pre-opening preparations.
- Understand and follow all food safety procedures.
- Take orders and relay food orders to cooks.
- Encourage sales when appropriate by suggesting items to guests.
- Operate Point of Sale system, placing orders, processing payments, and making correct change.
- Follow cash handling procedures as explained by supervisor and or manager.
- Assist with cleaning of food stands and seating areas during each shift.
- Perform in-depth cleaning duties at the beginning and end of each work shift.
- Maintain safety standards at all times for our guests, yourself and other park employees.
- Inform Director, Manager(s), or Lead/Supervisor on duty of any significant concerns and problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 16 years and older to operate pizza ovens, broilers, and other equipment with an open flame, and deep fryers.
- Must obtain a food handlers card within 30 days of hire.

Knowledge, Skills, and Abilities:

- Communicate and provide consistent, friendly, and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to difficult guests.
- Work in a fast-paced environment.
- Stay focused on the job while taking orders from many guests.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to twist, bend, stoop, reach, and or kneel.
- Able to lift up to 50 pounds in place or move across a distance.
- Able to stand for several hours at a time.

Schedule:

- MUST be available to work all shifts, days, evenings, weekends, and holidays. The park operates seasonally from March to the end of October. The Roller Rink Cafe operates year-round. Some shifts start as early as 8:00 am and may end as late as 1:00 am.

Wage:

- This is a part-time seasonal position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Starting wage is the City of Portland Minimum wage, depending on experience.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last), which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug-free workplace and pre-employment drug screen and background check are required.