

# TOWN OF NIVERVILLE

<b>POSITION TITLE:</b>	<b>CANTEEN ATTENDANT</b>
<b>REPORTS TO:</b>	<b>CANTEEN COORDINATOR</b>
<b>JOB TYPE:</b>	<b>SEASONAL PART TIME (15-20 HOURS EVERY TWO WEEKS)</b>
<b>EFFECTIVE:</b>	<b>SEPTEMBER – MAY (MIGHT BE EXTENDED BASED ON NEED)</b>

## **POSITION SUMMARY**

The Canteen Attendant will be responsible for the daily duties of the canteen including, but not limited to, food preparation, customer service, cash handling, inventory control, merchandise and supply restocking.

## **GENERAL ACCOUNTABILITIES**

### **1. Planning and Service Delivery**

- Turns on all applicable appliances
- Checks prep list and begins prep work for the day
- Notifies Canteen Supervisor of any product / equipment / appliance problems
- Ensures that food preparation, food handling procedures, food storage and service are in accordance with Health Department regulations and guidelines
- Correctly operates all food service equipment
- Maintains good personal hygiene, including regular hand washing
- Communicate with other staff and customers in a courteous and professional manner
- Responds to customer inquiries / refers patrons as appropriate
- Completes weekly inventory control and documentation and daily restocking of merchandise
- Provides prompt, efficient, and gracious service to all guests including preparing food, beverages and snacks as ordered, giving correct change for cash transactions and / or processing point of sale purchases

- Follows and specified procedures to correctly and accurately handle all cash and credit transactions, including counting start up cash and balancing at end of shift
- Turns off and cleans all appliances post shift including wiping down all surfaces, sinks, equipment and refrigeration units
- Empties all kitchen garbage
- Sweeping and mopping canteen floor
- Immediately reports all suspicious occurrences and hazardous conditions

## 2. Other Duties

- Perform other duties as assigned by the Recreation Facility Manager or Canteen Coordinator.

### **KEY PERFORMANCE MEASURES**

- Service Quality, measured by community feedback and canteen utilization.
- Operational Effectiveness, measured by alignment of food service offerings with community needs.

### **TECHNICAL COMPETENCIES**

- Responsible, courteous, good communication skills
- Accurate cash handling skills and ability to operate Point of Sale purchases
- Food Handler training an asset
- Food Service background an asset
- Ability to work without close supervision
- Good customer service skills to deal effectively with the general public
- Must be available to work flexible hours including evenings and weekends

## **CORE COMPETENCIES**

- ✓ Integrity & Trust ..... Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability ..... Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation ..... Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

## **BEHAVIOURAL COMPETENCIES**

- ✓ Interpersonal Skills.... Relates well with all kinds of people, inside and outside the organization.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution.... Pursues a variety of approaches to manage and resolve ` concerns, disagreement, and conflict.
- ✓ Time Management ..... Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.
- ✓ Attention to Detail.... Ensures information, task or assignment is completed thoroughly and accurately.