CITY OF FITZGERALD

Tourism, Arts, & Culture (TAC)

116 N. Johnston Street
Fitzgerald, GA 31750
229-426-5033

FLSA Status: Non-Exempt
Risk Code: 8810
EEOC Code: 6
Pay Cycle: Part-Time

JOB DESCRIPTION

POSITION: ***Concessions Attendant***

REPORTS TO*:* Theatre Assistant Manager

JOB SUMMARY

The Concessions Attendant is expected to be friendly, dependable, a team player and customer-focused. This position is responsible for providing excellent guest service while preparing and selling food, beverages, and movie snacks in a fast-paced theater environment. The ideal staff member is positive, organized, and enjoys working with the public.

MAJOR DUTIES

- Greet guests in a welcoming and professional manner.
- Take customer orders accurately and efficiently.
- Prepare and serve concession items such as popcorn, drinks, candy, and other snacks.
- Handle cash, credit card, and other point-of-sale transactions correctly.
- Maintain cleanliness and organization of the concession area, counters food prep spaces, and equipment.
- Restock food, drinks, napkins, and other supplies as needed.
- Follow food safety, sanitation, and hygiene standards.
- Assist with opening and closing duties, including cleaning, stocking, and cash drawer procedures.
- Assist with clean up of theatre auditorium, bathrooms and common areas following events.
- Respond to guest questions and resolve minor customer concerns courteously.

- Work collaboratively with other theatre staff to create a positive movie-going experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Friendly and outgoing attitude
- Strong worth ethic
- Detail oriented
- Team oriented
- Willingness to learn

PHYSICAL DEMANDS/WORK ENVIRONMENT

Environment

This position works primarily inside, in the theatre concession area and lobby. Shifts may be busy during nights, weekends, holidays, and special events. Employees are expected to maintain a clean appearance and provide courteous service to all guests.

Physical Demands

- Ability to stand for extended periods of time
- Ability to lift and carry up to 25 pounds.
- Ability to bend, reach, and perform repetitive motions during shifts.
- Ability to work evenings, weekends, holidays, and peak showtimes.

DRUG AND ALCOHOL COMPLIANCE

- In accordance with the City of Fitzgerald's Drug and Alcohol Policy, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol use.
- Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the workplace or abuse alcohol on the job.
- Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Ability to follow instructions and work as part of a team
- Must have a high school diploma or GED, current high school students may be considered.
- Previous customer service, food service, retail, or cashier experience is helpful but not required.
- Ability to work in a fast paced environment and stay calm under pressure.
- Reliable attendance and punctuality.
- Strong communication and interpersonal skills.
- Basic math skills and ability to handle money accurately.

Reasonable accommodations will be made for otherwise qualified individuals in accordance with the Americans with Disabilities Act.

It is also required of the employee to be dependable, prompt, and accountable for his/her work performance.

THE CITY OF FITZGERALD FOCUSES ON TEAM-WORK AND EXPECTS ALL STAFF TO BE TEAM PLAYERS AND REPRESENT THEMSELVES FAVORABLE TO OUR COMMUNITY