

Position Title: Rotary Rink Concessions Attendant

Reports to: Marketing Manager and Marketing Assistant

Status: Part Time Seasonal/Non-exempt

Overview: Buffalo Place Inc. is the not-for-profit organization dedicated to improving the economic health and quality of life in Downtown Buffalo. Buffalo Place manages the Downtown core surrounding the pedestrian mall, which was developed as part of the Light Rail Rapid Transit Project. We work to make Downtown a great place to live, work and play. On behalf of the City of Buffalo, Buffalo Place is charged with the management of Rotary Rink at Fountain Plaza, a free and open-to-the-public ice-skating rink.

Summary of Position: The primary responsibility for this team member is providing excellent customer service and interaction to ensure visitors have the best possible experience in Downtown Buffalo. Other main duties include ice-skate rentals, concession stand sales, and closing procedures.

Essential Functions:

- Reports to work at scheduled time in uniform
- Greets guests approaching concession stand
- Receives and executes visitor food, beverage, and ice-skate rental orders
- Understands and executes ice-skate rental procedure, including exchange of footwear for ice-skates
- Assists Marketing Manager and Marketing Assistant with special event execution
- Participates in concession stand set-up, arranges inventory, notifies Marketing Assistant of any inventory deficiency or shortages
- Performs cleaning duties in concession stand and ice-skate rental area to maintain a quality appearance
- Properly records all transactions via the point of sale system and informs guests of the amounts owed, includes all cash and credit card transactions
- Collects the proper payment for food, beverage, and ice-skate rental orders; processes credit card or determines correct change for guests
- Executes closing procedures; balances cash, and closes out point of sale system with appropriate reports
- Washes and sanitizes equipment
- Prepares food products according to company standards and specifications

Experience & Skills Required:

- One to two years previous experience in food service and/or hospitality industry
- Excellent guest service skills; verbal communication and listening skills
- Ability to take food, beverage, and ice-skate rental orders and fill those orders correctly

- Ability to be succeed in a fast-paced, multi-tasking environment

Physical Demands

- Ability to lift stock up to 20 pounds
- Ability to remain standing for entire length of shift
- Constant walking, bending, reaching and repetitive motions

COVID-19 considerations:

Buffalo Place Inc maintains a safe and healthy environment for all of its employees and customers. We follow all local and federal guidelines pertaining to Covid-19.

Buffalo Place Inc. is an Equal Opportunity Employer