



Job Title:	Canteen Attendant (Non-Unionized Part-Time)
Last Revised:	February 14, 2018
Department:	Community Services
Reports to:	Lead Hand

PURPOSE OF THE POSITION:

The Canteen Attendant assists with the canteen operations in the Arenas (Maxville & District Sports Complex and Glengarry Sports Palace) within the Township of North Glengarry. This position requires minimal use of computers.

KEY DUTIES AND RESPONSIBILITIES:

- Create a positive guest experience through interaction and adherence to the steps of service; respond promptly and courteously to any guest request or concern.
- Answer questions and make recommendations on food, beverages and other restaurant functions and services; ensure guests are satisfied with their food and service.
- Prepare cold and hot beverages, monitor food quality and presentation standards; Follow all food safety standards and systems.
- Maintain accuracy when entering information into the POS system.
- Monitor the cleanliness of the area and ensure all materials and areas are clean and free from clutter.
- Follow standards for merchandising, stocking, rotating and storing products.
- Complete opening, closing and side-duties efficiently and safely.
- Other duties as assigned, including assisting other service areas when required.

POSITION QUALIFICATIONS:

- Ability to work as part of a team, manage time effectively in order to work on a number of projects and tasks simultaneously, and prioritizing accordingly.
- Good problem-solving skills.
- Skilled in, or willing to learn, the operation of recreation-related computers and booking software required in the day to day operation of the facility.
- Knowledge of health and safety practices including WHMIS and current standard First Aid CPR Certificate are an asset.
- Ability to interact effectively and courteously with all levels of staff and contacts in a Customer Service focused environment, build cooperative, collaborative working relationships with internal and external customers.
- Knowledge of basic computer functions.

OTHER REQUIREMENTS:

- Willingness to work flexible hours as required including evenings and weekends.

- French and English (oral and written) would be considered assets.
- First-Aid and CPR certification would be considered assets.
- Must provide a current Police Record Check.

The forgoing description reflects the key duties, responsibilities and qualifications for the position and shall not be construed to be all of the work requirements of the position.

ACCESSIBILITY:

The Township of North Glengarry is committed to providing quality goods and service that are accessible to all persons that we serve. Documents are available in various accessible formats upon request.

Individuals' are advised to contact the Township Office and the Township will work with the individuals to provide a format that meets their needs.