



Job Description Title:	Wesbanco Ice Cream Attendant	Primary Supervisor(s):	Assistant Manager
Department/Group:	Wesbanco Ice Cream Shop	Travel Required:	Minimal
Location:	Wesbanco Arena, Wheeling, WV	Position Status (FT, PT, etc.):	Part Time
FLSA Classification:	Non-Exempt - Hourly	Physical Demands:	Light Sedentary – See Chart
General Work Day/Week:	5:00 pm to 9:00pm (Monday through Sunday)		
Education and Experience:	Prior customer service or sales preferred but not required. Will provide the necessary training needed.		
Committee Assignments:	Culture Enhancement, Entertainment, Quality Improvement		
Corporate Mission/Statement:	Company Values:		
It is the mission of Grand Vue Park to provide our patrons a safe and clean natural environment in a friendly and courteous manner; to offer comfortable lodging, educational and entertaining recreation and fun for families and friends. We remain deeply committed to serving our special constituency throughout Marshall County.			
Primary Responsibilities/Essential Job Duties:			
<p>Grand Vue Park operates Flurry’s II ice cream concession stand at Wesbanco Arena in Wheeling, WV. Staff in these positions will serve ice cream to guests and attendees at events that consist of Wheeling Nailor Games, high school sports tournaments and specialty events such as the circus. Parking at the events for staff is free. Employees who fulfill positions may forego the interview process for summer positions at Grand Vue Park.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Greet all Wesbanco Arena guests in a friendly and welcoming manner. • Fulfill customer requests with ice cream purchases during events and games. • Record customer orders into the POS System. • Identify guest issues/complaints and take necessary steps to correct them. • Perform returns and special transactions through the POS System. • Keep the ice cream shop stocked with all necessary items. • Clean and organize the ice cream shop when necessary. • Maintain and clean the dipping cabinets and keep frost levels down and eliminate cross-contamination • Assist assigned maintenance staff with outdoor cleaning if necessary • Notify management of all customer and POS System issues. • Perform other related duties as requested. <p>Minimum Qualifications</p> <ul style="list-style-type: none"> • Minimum Age: 16 years • Previous Experience: None • Reliable Transportation • Able to Use POS System 			

PHYSICAL / ENVIRONMENTAL DEMANDS: <i>The table below shows how much on-the-job time is spent in the following physical activities:</i>				
ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3



PHYSICAL / ENVIRONMENTAL DEMANDS: <i>The table below shows how much on-the-job time is spent in the following physical activities:</i>				
ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing				X
Walking		X		
Sitting		X		
Using hands to finger, handle or feel				X
Reaching with hands and arms				X
Climbing or balancing	X			
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing				X
Tasting or smelling		X		
Driving		X		

This position is described as **light/sedentary physical activity** performing non-strenuous daily activities of the customer service nature. This position requires lifting or carrying items less than 10% of the time. Frequency of weight lifted is as follows: up to 30 lbs. This position requires both close and distant vision. This position requires the need to occasionally attend meetings before and after work hours. The work environment is well lighted, indoor setting with adequate ventilation.

Equipment used: Computer/register, ice-cream machines/equipment, etc.

WORK STYLES:

Adaptability/Flexibility: Job requires being open to change and to considerable variety in the workplace.

Attention to Detail: Job requires being careful about detail and thorough in completing work tasks.

Cooperation: Job requires being pleasant with others on the job and displaying a good-natured cooperative attitude.

Dependability: Job requires being reliable, responsible, dependable, and fulfilling obligations.

Integrity: Job requires being honest and ethical.

Stress Tolerance: Job requires dealing calmly and effectively with high stress situations.

KNOWLEDGE REQUIRED FOR THIS POSITION INCLUDES THE FOLLOWING:

Guest Services: Knowledge of principles and processes for providing guest services. This includes needs assessments, meeting quality standards for services, and evaluation of guest satisfaction.

English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to write routine reports and correspondence and have the ability to speak effectively with clients, visitors, and team members.

SKILLS REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Active Learning: Giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Coordination: Adjusting actions in relation to others' actions.

Judgment and Decision Making: Evaluating the details and using proper information to make good quality decisions with regard to team members, guests, and management.

Monitoring: Monitoring/Assessing performance of yourself and other individuals to make improvements or take corrective action.

Speaking: Talking to others to convey information effectively.



Time Management: Managing one's own time and the time of others.

ABILITIES REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression: The ability to communicate information and ideas in speaking so others will understand.

Written Comprehension: The ability to read and understand information and ideas presented in writing.

Problem Anticipation/Sensitivity: The ability to tell when something is wrong or is likely to go wrong.

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date

