

The Town of Parry Sound - Position Description

Date: 2018 08 22

Position Title:

Stockey Centre Volunteer & Hospitality Coordinator (Part-time)

Reporting Relationship:

Reports to and works under the direction of the Programming & Events Manager

Purpose of the Position:

Responsible for coordination of the hospitality function, and of volunteers to ensure optimal delivery of Stockey Centre programs and services.

Scope of the Position:

Works within policies and procedures established by Council and directed by the Programming & Events Manager to ensure the professional delivery of the hospitality function at the Stockey Centre and coordination of volunteers.

Responsibilities:

1. Volunteer Coordination

- a) Co-ordinates the Stockey Centre's volunteer network, including but not limited to identification of volunteer opportunities, recruitment, training, maintaining a skills inventory, role matching, scheduling, communication and recognition.
- b) In consultation with the Programming & Events Manager and BOHF Curator, identifies and provides relevant volunteer training, and communicates Stockey Centre policies and rules, with feedback provided to the Programming & Events Manager on compliance.

2. Hospitality Coordination

- a) Schedules hospitality (bartender/concessions) staff and volunteers, ensuring appropriate coverage for shows/performances/events.
- b) Provides hospitality specific training as necessary to hospitality staff to ensure efficient and professional customer service to all patrons requiring bar service.
- c) Ensures that the serving of alcohol complies with the SMART Serve training regulations and provides feedback to Programming & Events Manager on any irregularities.
- d) Ensures that hospitality supplies (e.g. alcohol, soft drinks, cups, popcorn, etc.) are ordered on a timely basis, picked up as necessary, rotated appropriately with respect to expiry dates if applicable; and ensures that all inventory is stocked in a neat and orderly manner.
- e) Ensures that all hospitality related equipment (cash registers, portable bars, pop machine, popcorn poppers, etc.) are maintained appropriately.
- f) Ensures that all product pricing is appropriately coded in bar cash register, and makes recommendations to the Programming & Events Coordinator as necessary on product pricing revisions.

3. Role Back-up and Other Duties

- a) Provides back-up to hospitality/bartender staff on shift as may be necessary.
- b) Provides back-up in event of absence of the Marketing Coordinator with respect to on-site presence as senior accountable staff member for Stockey and third party presenters' shows/performances/events, ensuring applicable Stockey presenter contractual obligations are fulfilled including but not limited to performer food and refreshment, and merchandise sales support. Liaises with show agent/tour manager, Box Office Clerks, and Technical Director on event specific information, logistics, merchandise and supplies as necessary.
- c) Provides on-site presence as senior accountable staff member for private functions within the facility, such as weddings, private receptions, etc.

- d) In addition to scheduling volunteers and hospitality staff, schedules box office clerks and any other staff on shifts as directed by the Programming & Events Manager.
- e) Undertakes miscellaneous reporting requirements and filing in support of other roles and staff at the Stockey Centre/BOHF.
- f) Performs other work as may reasonably be expected of the role, as directed by the Programming & Events Manager.

Working Relationship and Contacts:

1. With the Programming & Events Manager

Receives strategic and day-to day direction, guidance and encouragement.
Discusses, plans and priorities.

2. With Stockey Centre and Other Town Staff

Works in a spirit of teamwork and cooperation, providing or receiving direction when appropriate to the function and role.

3. With Volunteers

Works in a spirit of cooperation, fostering teamwork between other Stockey Centre staff and volunteer core, and providing direction as appropriate.

4. With Contracted Services, Clients (Renters) and the Public

Provides courteous and professional delivery of services, including the hospitality function.

Education, Knowledge and Skill:

- 1. One-year College Certificate Program in Volunteer Management Leadership or similar.
- 2. Smart Serve training.
- 3. Strong interpersonal skills with an adaptive, persuasive communication style.
- 4. Strong organizational skills with the ability to handle over-lapping tasks.
- 5. Strong customer service skills.

6. Good knowledge of computer applications including volunteer database management, cash register operation and experience handling cash.
7. Experience working with a diversified community group base and volunteers.
8. Knowledge of health & safety legislation relative to the Hospitality area.
9. Knowledge of legislation relating to AGCO (Alcohol and Gaming Commission of Ontario) as it relates to the Hospitality Area.
10. Class G driver's license.

Experience:

Up to six month's experience should sufficiently provide a trained incumbent with the ability to competently undertake all facets of the job.

Impact of Error:

Errors could result in confusion, duplication of effort and misinformation being given to other staff/volunteers and the public which could result in financial loss and/or unfavourable public relations. Generally, errors should be readily identified and fixed.

Physical Demands:

Frequent computer work, sitting in a comfortable position with the ability to move at will.
Frequent standing and walking related to show/event on-site work.

Frequent moving of inventory of light (under 20lbs) and medium (20-35 lbs) (bar supplies) to occasionally heavy weight (over 35 lbs) items; (e.g. beer and wine cases)

Sensory Demands:

Work involves occasional short periods of concentration which result in normal mental/sensory fatigue common to most positions.

Working Conditions:

Work environment has minimal or no disagreeable working conditions; work is in view of the public; with frequent public contact; and is subject to deadlines and interruptions.

Work is subject to unusual and unscheduled hours.

Control:

General policy direction from Council; direct supervision from the Stockey Centre Programming & Events Manager.