



## **JOB POSTING**

### **Event Specialist & Concession Attendant**

An Event Specialist and Concession Attendant is a key member of our team. Event Specialists execute the desired plans of our guests who are planning birthday parties, weddings, corporate functions, and other engagements in our facility. The position assists with the coordination, planning and staffing of Carousel-sponsored events, both inside the facility and off-site. The position will also assist in our concession kitchen with staffing and food preparation during functions desiring food service.

#### **GENERAL RESPONSIBILITIES:**

- Provide impeccable customer service to all guests while being attentive to their needs.
- Setup, clean and maintain the Event Center to include setting tables and chairs in the configuration desired by the guest, assist caterer with entry to the caterer's kitchen, vacuuming floors, cleaning windows, emptying garbage and assisting guests with load in and out of personal items to the facility.
- Assist with the execution of birthday parties, including food service orders, wristband sales, character actors, decorations and acting as a liaison to the responsible party so as to ensure a well-executed, organized party experience that is fun for the child and the parents.
- Prepare and serve food from our kitchen when guests order from the counter to the food safety guidelines outlined by the Benton-Franklin Heath Department.
- Clean, sanitize, stock and maintain the concession space to ensure a neat, organized and presentable space.
- Attend staff meetings as scheduled by the leadership team.

*NOTE: This is not an exhaustive list of responsibilities. Additional tasks may be needed and assigned at the discretion of management.*

#### **Required Qualifications:**

- Education: Applicants should have a high school diploma, or equivalent, or be currently enrolled in a school or a program to obtain a high school diploma or equivalent.
- Communication: Event Specialists talk to our customers, listen to their needs and requests and determine appropriate solutions. They will also communicate with staff members, contractors, caterers and other parties occurring at the same time.
- Customer Service: Event Specialists must meet or exceed the expectations of our guests by providing excellent customer service and interpersonal skills.
- Problem solving: Event Specialists must be able to quickly adapt to a situation not going according to plan or changing in the middle of an event. Applicants must be able to quickly problem solve with a "can-do" attitude while remaining calm under pressure.
- Computer skills: Applicants should possess basic computer skills and the ability to operate a point-of-sale system with appropriate peripherals.
- Organization: Event Specialists must have impeccable attention to detail and be highly organized while able to handle multiple events at the same time.

- Applicants must have a Washington State Food Handler's card, or the ability to obtain one within seven days of hire date.
- Applicants must have a valid Washington State Driver's License, or the ability to obtain one within seven days of hire date.
- Applicants over age 18 must successfully pass a nationwide criminal background check prior to a job offer being made.

**Desired Qualifications:**

- Previous sales experience to include upselling products and services.
- Previous customer service experience in the hospitality or food service industry.
- Experience with audio-visual components, including projectors, laptops, mixing board, microphones. Experience with Control4 building automation system is helpful.
- Bilingual ability of both English and Spanish is helpful, but not required.
- Previous event planning and execution experience is helpful, but we will train the right candidate.

**Compensation:**

This is a part-time hourly position. This position does not have set hours and will be on an as-needed basis, including early mornings, evenings and weekends based on our event schedule. Hourly pay rate starts at \$17.13 with ability to earn tips from our customers for outstanding service and professionalism.