
External Job Posting

The Hamilton Conservation Authority has a seasonal opportunity for a

Full Time Seasonal Cashier/Food Team Leader at Wild Waterworks

Job Summary:

Reporting to the Assistant Manager Administration of Wild Waterworks, the Cashier/Food Team Leader is responsible for assisting the Cashier/Food Supervisors in the leadership, training and motivation and the Cashier, Guest Services and Food Services staff at Wild Waterworks. The person in this position is responsible for ensuring the safety and enjoyment of patrons at Wild Waterworks, through the promotion of facility rules and regulations, and providing information regarding the available activities and facilities at Wild Waterworks and the Hamilton Conservation Authority. The Cashier/Food Team Leader issues daily admission receipts, rents tubes, collects fees, records monies received, controls the turnstile area, maintains the inventory of foods and supplies, serves and prepares consumables and maintains facilities to exceptional sanitary conditions.

Other duties include:

- Knowledge of and compliance with Hamilton Conservation Authority personnel policy, safe working procedures, emergency procedures, and relevant legislation.
- Knowledge of and ensure facility compliance with relevant legislation including but not limited to Ontario Health Protection and Promotion Act: Food Premises, Occupational Health and Safety Act, Amusement Devices Act, Trespass to Property Act, Employment Standards Act, Accessibility for Ontarians with Disabilities Act, and Human Rights Code.
- Assist Cashier/Food Supervisors and Managers during pre-season and in-season training by being a positive role model, organizing/running training stations, demonstrating proper skills and procedures and assisting staff when in difficulty.
- Assist Cashier/Food Supervisors with evaluating and documenting staff performance and taking appropriate action including discipline, praise, goal setting, providing additional training and/or referral to management.
- Assist Cashier/Food Supervisors in receiving, storage and inventory of all food and associated products such as condiments, paper products, etc.
- Ensure Cashier and Guest Services staff are performing as expected and to the standards, procedures and policies required. Report issues or non-compliance to the Supervisor immediately. Attempt to resolve any conflict or issues within your team before bringing it to the Cashier/Food Supervisor's attention.
- Assume responsibility for the physical appearance, organization and cleanliness of work stations. Duties may include cleaning floors, windows, dusting, organizing, delivering food and

supplies, preparing tubes for rental, washing dishes, planting flowers, watering trees and shrubs and litter removal.

- Follow appropriate procedures concerning the safe handling of monies, loss prevention, passes, and confidential information.
- Perform opening and closing duties, covering breaks, restocking, Cashier or Guest Services duties as required, and assist in administration and issuing of Wild Waterworks Season Passes.
- Take actions as required to ensure the expedient processing of patrons as they enter the facility, purchase or rent items. Ensure customer satisfaction with food quality and value, availability of product and excellent customer service.
- Assist customers with issuing locker rentals and troubleshooting lockers.
- Maintaining a daily log book, training logs, park incidents/events, customer interactions, refund requests, staff issues/interactions, unsafe conditions etc. and reporting when necessary.
- Provide accurate information and assistance to visitors in a courteous and hospitable manner.
- Respond tactfully to complaints and calls for assistance from the public and take appropriate action while being aware of, explaining and promoting facility rules and regulations.
- Assist and work cohesively in a team environment with all departments, communicate effectively, and maintain a positive, professional attitude towards work, patrons, and coworkers
- Assist in emergencies and incidents within the facility as requested.
- As part of the Hamilton Conservation Authority team, you may be scheduled and asked to report to a different conservation area to assist with special events, staffing shortages, etc. throughout the length of your employment period.
- Any other duties as assigned to support the team effort at the HCA.
- Various physical abilities including but not limited to:
 - Remain in a stationary position for a prolonged period of time.
 - Standing, walking and/or sitting for up to 90 minutes continuously.
 - Lifting and carrying products up to 50lbs.
 - Climbing and descending from ladders, stairs, and ramps.
 - Repetitive movements which may require pivoting and reaching.

Qualifications:

Education and experience you will need to have:

- Secondary school student or graduate.
- Communicate effectively both orally and in writing, demonstrating good interpersonal skills
- Computer skills with Microsoft Office - Word, Excel, PowerPoint and Outlook and POS systems
- Experience with cash handling, food service and public relations.
- A friendly and pleasant personality with ability to demonstrate maturity and sound judgement
- Food Handlers Certification.

And even better if you have:

- University or College student or graduate with experience and/or education in recreation management, business, hospitality, and/or public relations
- Current Standard First Aid + CPR-C Certificate (or equivalent)
- Previous leadership or supervisory experience.
- Ability to speak a second language.
- Knowledge of applicable legislation and regulations pertaining to waterparks, waterslides, public pools and food premises.

You will be a great fit for this role if you have:

- Ability to work outside in all types of weather, including heat and humidity.
- Ability to work weekends, holidays, and sometimes in isolation.
- Ability to demonstrate and help to create teamwork through your leadership
- Creativity, flexibility, and problem-solving capabilities.
- Excellent organizational and administrative skills, and attention to detail.

Working Conditions:

The work location will be at Wild Waterworks, 680 Van Wagners Beach Road, Hamilton, Ontario. Working hours will be an average of 35 hours per week, weather depending. This position may be required to work in other Conservation Areas or on special projects for defined periods of time as directed by the Director of Conservation Area Services

Application Process:

Interested applicants should email their resume with “Cash Food Team Leader” in the subject line to:

Attention: Wild Waterworks Manager

Email: wwwjobs@conservationhamilton.ca

Although we appreciate the interest of all applicants, only those selected for an interview will be contacted.

Accessibility accommodations are available for all parts of the recruitment process; applicants are asked to inform Human Resources for any disability required accommodations in advance.