



Wisconsin Dells Visitor & Convention Bureau Job Description

Job Title: Elm Street Plaza Attendant (Part-Time; Seasonal)

Department: Festivals & Events

Reports To: Senior Festival & Events Manager

FLSA Status: Non-Exempt

Last Updated By: Trisha Gaffron

Last Updated Date: 3/7/2024

Consultant Review Date: 4/19/2023

SUMMARY

The Elm Street Plaza Attendant assists the Festivals & Events Assistant/Elm Street Plaza Lead and Senior Festival & Events Manager, performing duties at the Elm Street Plaza to ensure a safe, clean, and welcoming environment. The duties of this job will encompass tasks related to concessions sales and site operations. The Elm Street Plaza Attendant is a highly physical job that will require extensive standing and walking, sometimes for the entire shift. Applicants must be 18 or older, Wisconsin Responsible Beverage Server Certified, and a licensed bartender through the City of Wisconsin Dells. Unlicensed applicants must be willing to get certified and licensed. Licensing, certification, or renewal fees may be paid by the Wisconsin Dells Visitor & Convention Bureau.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

ESSENTIAL DUTIES AND RESPONSIBILITIES

In addition to the tasks summarized below, other duties may be assigned.

Plaza Concessions (est. 75%)

- PZACON01 - Assist in operating concessions stand/beverage cart.
- PZACON02 - Maintain stock and notify Festivals & Events Assistant/Elm Street Plaza Lead when stock is low.
- PZACON03 - Sell concessions stand and beverage cart items.
- PZACON04 - Cash and credit card money handling, including till balancing.
- PZACON05 - Provide customer service to plaza guests by answering questions about the area and plaza regulations.
- PZACON06 - Assist with concessions related duties as needed.
- PZACON07 - Clean beverage cart as needed.

Plaza Maintenance & Grounds (est. 10%)

- PZAMNT01 - Maintain general cleanliness of the plaza area, including the cleaning of restrooms, green room, and storage areas as well as grounds pick-up as needed or directed.
- PZAMNT02 - Trash mitigation in all plaza areas, including pet area, restrooms, green room, and plaza trash cans.
- PZAMNT03 - Assist with maintenance & grounds duties as needed.

Plaza Operations (est. 5%)

- PZAOPS01 - Position, maintain, store, and charge mobile signs as needed.
- PZAOPS02 - Receive purchases and deliveries from vendors and complete in/out logs as directed.
- PZAOPS03 - Set up and tear down tents, tables, chairs, and lawn chairs.
- PZAOPS04 - Assist Festivals & Events Assistant/Elm Street Plaza Lead and Senior Festival & Events Manager with operational and administrative duties as needed.
- PZAOPS05 - Complete and submit all necessary checklists as scheduled.

Special Events (est. 8%)

- SPCEVT01 - Set up and tear down tents, tables, chairs, and lawn chairs according to event requirements, as directed.
- SPCEVT02 - Maintain facility on event days, providing a clean and welcoming environment for vendors and staff.
- SPCEVT04 - Pre-event concessions preparation as directed.

Other (est. 2%)

- OTHER01 - Attend partner related events and actively participate in WDVCB, Wisconsin Dells Festivals, and other related company sponsored events as requested.
- OTHER02 - Perform other duties as directed by the Festivals & Events Assistant/Elm Street Plaza Lead and Senior Festival & Events Manager.

Supervisory Responsibilities (est. 0%)

- SPRVS01 - This position has no supervisory responsibilities.

ORGANIZATIONAL COMPETENCIES

To perform the job successfully, the individual should demonstrate the following competencies. It is expected that WDVCB employees are:

Dependable

- *Diligent* — Complete all tasks of a job in a timely and accurate fashion. Does what they say they will do with no excuses. Does not need reminders. Work to completion regardless of hours necessary.
- *Ethical* — Perform all work with the highest level of integrity, inspire trust. Do the right thing, especially when no one is looking. Maintain confidentiality.
- *Plan Well* — Plan and prioritize appropriately. Plan for needed resources. Complete all coaching plan actions.
- *Efficient* — Use both time and resources without waste.
- *Attendance* — Plan absences in advance and with notice.
- *Punctual* — Is on time for work, meetings, and appointments.
- *Play by the Rules* — Follow the rules, policies, and guidelines of the WDVCB.

Respectful

- *Adaptable* — Adapt to change easily and with little resistance.
- *Communication* — Communicate clearly, genuinely and in the most efficient manner.
- *Coworker Champion* — Compliment the achievement of others and recognize and celebrates extra effort.
- *Open* — Listen to others' opinions and ideas and respectfully disagree when theirs differ.
- *Team Player* — Offer assistance wherever and whenever needed and show gratitude for assistance.
- *Courteous* — Is courteous and professional to all visitors and coworkers, don't pre-judge and never speak negatively about them.
- *Time Management* — Is mindful of others' workloads and schedules.

Positive

- *Work Face* — Professional in all communication and "check life at the door." Exhibit genuine enthusiasm and enjoy their work.
- *Problem Solving* — Look for solutions and offer suggestions instead of complaining.
- *Upbeat* — Look for the good in everything. Their energy brings others around them up. Avoid dramatic and negative people.
- *Leadership* — Portray traits and behaviors that others want to emulate.
- *Walk the Talk* — Consistently display positive, "glass half full" attitude. Don't just say "I'm positive!"

Coachable

- *Growth* — Want to improve, know they have more to learn and room to grow.
- *Team Player* — Appreciate others' opinions and want to learn from them.
- *Reflect* — Look in the mirror – reflect on their thoughts and actions as contributing factors and not that of others.
- *Change* — Apply coaching and feedback to prevent issue/error recurrence.
- *Acceptance* — Accept and learn from constructive criticism.

JOB SPECIFIC COMPETENCIES

To perform the job successfully, the individual should demonstrate the following competencies:

Achievement Focus — Set and achieve challenging goals; demonstrate persistence and overcome obstacles; measure self against standard of excellence; recognize and act on opportunities and take calculated risks to accomplish goals.

Attention to Detail — See and pay attention to details; recognize the component parts of a procedure or object, and verify the correctness or error in an individual part or procedure.

Commitment to the Job — Motivation from within oneself to stay focused and committed to a task.

Customer Service — Manage difficult or emotional customer situations; respond promptly to customer needs; respond to requests for service and assistance; meet commitments.

Flexibility — Ability to readily modify, respond to, and integrate change with minimal personal resistance.

Following Directions — Effectively hear, understand, and follow directions or instructions; willingness to postpone making personal decisions, or taking action, until you have openly listened to what you are being asked to do.

Judgment — Display willingness to make decisions; exhibit sound and accurate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; make timely decisions.

Oral Communication — Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; participate in meetings.

Quality — Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.

QUALIFICATIONS

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Skills

- *Language Skills* — Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- *Mathematical Skills* — Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- *Reasoning Ability* — Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- *Computer Skills* — Basic keyboarding skills required.

Other Skills and Abilities

- Knowledge of applicable local and state regulations.
- Awareness of and compliance with safety policies and procedures.
- Extremely organized and self-motivated.
- Demonstrated ability to work independently.
- Take initiative in completing routine and ongoing tasks.
- Time management.

EDUCATION AND/OR EXPERIENCE

Must be 18 or older. High school diploma or general education degree (GED) plus 1-2 years' experience with cash handling, face to face customer service, and inventory.

Certificates, Licenses, Registrations

- Wisconsin Responsible Beverage Server Certified or willingness to certify.
- Licensed bartender through City of Wisconsin Dells or willing to get licensed.
- Current driver's license and clean driving record required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- This is a job that will require standing and walking for long periods of time.
- While performing the duties of this Job, the employee is regularly required to see, sit, stand, use hands to type, handle or feel, reach, and pull with hands and arms, bend, kneel and drive a utility cart.
- The employee must regularly lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is exposed to outside weather conditions.
- The noise level in the work environment is usually moderate, although onsite events can be loud.
- Must have flexible schedule and be available nights, weekends, and seasonal holidays. Holidays include but are not limited to Memorial Day, Father's Day, Juneteenth, Independence Day, and Labor Day.