



## POSITION DESCRIPTION

**Title:** Concessions Cashier

**Reports To:** Theater Supervisor

**FLSA Classification:** Non-Exempt

**Approved By:** Executive Director and HR Administrator

**Effective Date:** January 2018

### **POSITION SUMMARY**

A Concessions Cashier sets the tone for each guest who visits the Evergreen Aviation & Space Museums Digital Theater. Operates a point-of-sale (POS) system, sells Museum admission and theater tickets, Museum memberships, and theater concession items. This position requires an effective communicator who can provide outstanding service to internal and external customers by demonstrating respect, courtesy, and empathy.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Greets guests in a welcoming manner and applies outstanding service to all internal and external customers each work day.
- Sells admission and movie tickets, Museum memberships, and tours (including the Spruce Goose); upgrades sales whenever possible and asks point-of-sale survey questions when necessary.
- Provides accurate and helpful responses to guest questions by staying informed on EASM discounts, coupons, promotions, and events.
- Responds calmly and professionally to guest concerns and complaints by taking corrective actions by policy or procedure or to refer them to supervision when needed
- Responsible for daily startup of theater operations, including but not limited to, securing cash, opening/closing of concession stand, and cleans 3D glasses.
- Complies with OLCC standards when serving alcoholic beverages to guests.
- Keeps theater area and concession stand clean and tidy i.e. wipes down tables and counters, sweeps, dumps garbage.
- Ensures the daily/weekly tasks in the theater are completed and reports any issues to management in a timely manner.
- Operates point-of-sale computer register and processes all transactions efficiently by:
  - Handling large amounts of cash and credit card transactions accurately and ethically
  - Performing all daily opening, operating, and closing procedures within established guidelines, including reconciling daily deposits, completing paperwork neatly and accurately, and balancing register at end of shift
  - Securing register throughout shift
- Adheres to all EASM policies and procedures.
- Demonstrates proven critical thinking and problem-solving skills.
- Communicates effectively with guests, docents, admissions and other staff, as well as Museum management and VIP visitors.
- Maintains the highest standards of safety possible while providing a safe, fun, and clean environment.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Three (3) months of cashiering, cash handling, and customer service experience is preferred.
- A high school diploma or GED is preferred.
- Must be 18 years of age or older.
- Must have or obtain an OLCC card within 30 days of hire.
- Must have or obtain an Oregon Food Handler's card within 30 days of hire.
- Any combination of experience and education will be considered in lieu of meeting exact qualifications.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Outstanding customer service focus in interacting with internal and external customers while performing in the position.
- Experience in or ability to cashier on a point-of-sale register making cash and credit transactions.
- Ability to follow and make correct decisions within established procedures, especially regarding cash handling and credit card transactions.
- Ability to perform duties with and without supervision.
- Ability to handle moderate periods of complex work in dealing with regular and irregular work situations, emergency situations, and diverse personalities.
- Ability to perform a variety of tasks concurrently in a demanding environment.
- Demonstrates high-level of confidentiality and trustworthiness in dealing with various situations.
- Good analytical thought process, including problem-solving and decision-making skills and abilities.
- Good interpersonal and communication skills, in person, in writing, and over the phone.
- Demonstrated responsibility for accuracy and timeliness for work performed.
- Ability to work a variable schedule, including nights, holidays, weekends, and possible overtime when needed.

#### **PHYSICAL DEMANDS**

- Constantly works on a computer, including reading/viewing from a monitor
- Constantly uses hands for grasping and holding objects that are necessary for performing in your position (for example: mouse, phone, pen/pencil for writing, files, clipboard, etc.)
- Often performs tasks stationary and/or seated at an office desk or workstation
- Constantly performs physical activity that requires walking and/or standing
- Often performs physical activity that requires climbing and/or twisting
- Often performs physical activity that requires bending, stooping, reaching, and kneeling
- Often performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 50 pounds in place or across a distance with or without supportive devices
- Sometimes performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 10 pounds in place or across a distance with or without supportive devices
- Rarely performs physical activity that requires pushing, pulling, lifting, and/or carrying over 10 pounds in place or across a distance with or without supportive devices
- Sometimes exposed to a variety of cleaning chemicals and in and around dust, fumes, and odors

#### **OTHER DUTIES**

Please note 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.

