



Job Title:	Student Community Services Staff
Job Type:	Part-time Casual, Non-Union
Reports To:	Events Development Coordinator/Director of Community Services
Work Location:	Various locations around Municipal District including Garcelon Civic Center

Job Purpose

Students are responsible for hospitality service during events for the Municipal District of St. Stephen, including but not limited to set up and execution of Municipal District events, working the canteen during regularly scheduled practices and games (seasonal), banquet service during conferences and receptions as well as providing excellent customer service as part of a team environment.

Students are also responsible for providing receptionist, administrative, sales, and general clerical office duties of the Garcelon Civic Center to ensure effective, efficient, and accurate operations while providing excellent customer service as part of a team environment.

Duties and Responsibilities

The following are the primary job duties and responsibilities of the Student Community Services Staff. The following statements are intended to describe the nature of work and level of work being performed, but may not be an exhaustive list of all duties and responsibilities of the position. Other duties and responsibilities may be assigned by the Community Services Management Team.

Event Service

- Setup, execution and tear down of Municipal District events.
- Building strong relationships to provide a harmonious environment.
- Responsive and considerate of the customers' needs.
- Have the ability to follow both written and verbal directions effectively.
- Handle cash.
- Maintain a safe and clean work environment.
- Maintain inventory.

Food and Beverage Service

- Prepare food and beverage items, including for the lower canteen.
 - Pro Serve/ Smart serve and National Food Safety certification will be required for certain roles.
- Serve food and beverage, including alcoholic beverage items (19+ for alcohol service).
- Serve, clean and clear dining tables.
- Handle cash.

- Maintain a safe and clean work environment.
- Maintain inventory.

Garcelon Civic Center Front Desk

- Acts as the primary point of contact for administrative support and service for the facility.
- Processes facility bookings, registrations, memberships, special event bookings, requisitions, payments, transfers, and withdrawals;
- Handles and responds to routine correspondence, public inquiries, and requests in a timely manner;
- Provides administrative support to internal staff;
- Performs cash handling and balances cash at the end of the shift;
- Conducts opening/closing duties
- Serves as the primary point of contact for customer service and internal communication for the facility.
- Maintains a thorough knowledge of the Garcelon Civic Center, its programs, services, and promotions;
- Acts in a discrete and confidential manner in the exchange of sensitive and private communications.
- Serves as a key point of contact for public relations, marketing, and promotion for the facility
- Assists with the preparation and distribution of information to the public on programs, services, and events using appropriate media outlets (flyers, brochures, newsletters, etc.);
- Promotes and maintains positive public relations.

Knowledge, Skills and Abilities

The following knowledge, skills, and abilities are required:

- Friendly and welcoming approach.
- High standards of dress and presentation.
- Ability to remain calm during difficult situations and in a very busy environment.
- Ability to work with minimal supervision or no supervision.
- Collaborative skills.
- Flexibility to adapt to a variety of work situations with various individuals or groups.
- Ability to build and maintain effective working relationships with peers and members of the public.
- A good stamina and ability to stand for long hours while serving customers.

Experiences

- Previous experience in customer service, hospitality, food and beverage service.
- Previous experience with food preparation.

Qualifications

- Valid Food Safe Handling Certificate, or ability to obtain.
- Pro Serve or Smart Serve, or ability to obtain, an asset.
- Bilingualism considered an asset, especially for the Municipal Visitor Information Center.
- Must be a registered student in an accredited secondary or post-secondary institution.

Hours of work

- The hours of work vary based on operational requirements.
- Evening, and weekend work is required year-round; day work is required during summer, during school breaks and on statutory holidays.

This job description does not represent an exclusive list of all duties that an employee may be asked to perform and is meant to be a general description of the job requirements.