

Job title	Raven Haven Canteen Worker
Reports to	Raven Haven Canteen Supervisor
Next Level Manger	Raven Haven Site Supervisor

Job Summary

The Raven Haven Canteen Worker is responsible to carry out duties related to the operation of the canteen and cabin / campground / equipment rentals.

Raven Haven Beachside Family Park is a fast-paced environment. She / he must be able to work well under pressure, achieve tight deadlines and pay close attention to detail.

Duties and Responsibilities

- Take cabin / campground / equipment rental bookings and must learn how to use the booking system effectively by phone, e-mail, on-line reservation system, or face-to-face
- Greet, welcome and check in cabin / campground guests
- Prepare accommodation rental bills and accept payments (cash, debit, credit card using Moneris system and cash register)
- Balance daily cash and prepare daily cash sheets as directed by the Site Supervisor
- Carry out general cleaning and maintenance activities in and around the canteen (including but not limited to watering plants, sweeping the decks, updating menu boards, gathering garbage and recyclables)
- Clean cabins, public washrooms and showers as required
- Follow safe food handling procedures and practices while carrying out canteen duties
- Receive canteen stock from suppliers (during absences of Canteen Supervisor)
- Adhere to canteen security procedures (including but not limited to securing cash and keys, locking up and ensuring appliances are turned off at end of the working day, ensuring that only authorized persons enter the canteen area)
- Ensure canteen is maintained in a clean and hygienic manner
- Follow safe food handling procedures and practices while carrying out canteen duties
- Check the beach and grounds to ensure that they are clean and tidy (when not busy)
- Comply with the *Labour Standards Code, Occupational Health and Safety Act* and all policies and procedures of the Municipality
- Other such reasonably relating duties as may be assigned by senior staff

Qualifications

Experience and Training

- Minimum Grade 12 education
- Post-secondary training / related work experience preferred
- First Aid CPR A
- Current Safe Food Handling certification
- Current WHMIS (training may be provided by employer)

Characteristics / Abilities

- Experience managing staff and working in environments that cater to customer service
- Working knowledge of MS Word and Excel
- Knowledge of VISA, debit machines, cash registers an asset
- Maintain a positive rapport with the community and staff
- Provide prompt and courteous service
- Wear appropriate clothing and use appropriate safety procedures and equipment
- Be able to work flexible hours
- Have ability to work in a team or independently
- Be able to work well with youth and adults
- Demonstrate strong interpersonal skills and communications skills – both verbal and written
- Demonstrated leadership abilities
- Must provide criminal record background and child abuse registry check

Working conditions

- Proper attire and safety measures must be adhered to (suntan lotion, sunglasses, hat, rain gear etc)
- Due to the nature of the operation and delivery of recreational services, availability to work weekends is required
- It may not be possible to have two days off in a row
- This position may be physically and emotionally demanding and requires an individual who is able to multi-task on a daily basis. It may require lifting heavy objects and repetitive tasks.
- Must have and maintain a valid Nova Scotia Class 5 driver's license and use of a reliable vehicle
- If necessary, mileage for use of own vehicle for County business is paid according to the municipal rate

Direct reports

None

Competencies

Values Diversity -Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.

Communication - Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.

Citizen Services - Implies a desire to help or serve others in a courteous and respectful manner and with the goal of meeting their needs. It means focusing one's efforts on discovering, meeting and balancing the needs of citizens, residents, elected officials, internal colleagues, or anyone that the person is trying to help. This involves recognizing that municipal employees are providing services and information to those who have rights and obligations (taxpayers and residents).

Achievement Motivation - Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.

Work Safety - Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

Duty of Loyalty - As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that's contrary to the County's interests. This includes refraining from public criticism of the County's practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.