



E R I E County Convention Center Authority

ERIE INSURANCE ARENA

JOB DESCRIPTION

BARTENDER

POSITION: Bartender

REPORTS TO: Service Coordinator

**POSITION
SUMMARY:**

Bartenders are responsible for mixing and serving alcoholic and non-alcoholic drinks while providing superior customer service to all guests. All duties are to be performed in accordance with Pennsylvania State laws and regulations, as well as ECCCA policies, practices and procedures.

ESSENTIAL FUNCTIONS:

- Greets and provides all ECCCA guests with bar stock information and drink information, including preparation techniques.
- Makes and serves alcoholic and non-alcoholic beverages by proportioning ingredients according to standardized recipes.
- Maintains bar inventory and orders while maintaining a clean bar at all times.
- Operates a cash or complimentary register providing proper change as needed. Uses correct cash handling procedures as directed by Arena management
- Sets up and breaks down bar(s) according to event order requirements and supervisors direction, inventories remaining stock and balances consumption sheets.
- Coordinates with supervisor liquor sheets to inventory and verify pull.
- Establishes pre-function side work to be performed and makes sure all equipment is accounted for and in good condition, notifying supervisor of any issues.
- Determines when a guest should not be served additional alcoholic beverages in accordance with ECCCA policies.
- Promotes and maintains the highest level of customer service to all ECCCA guests.
- Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or security of all unusual events, circumstances, missing items or alleged thefts.
- Performs other job related duties as assigned.
- Attends all staff meetings as required by management.

JOB REQUIREMENTS:

- Must be 21 years of age or older
- High school diploma or equivalent
- One year experience as a bartender in a high volume arena, restaurant, casino, banquet facility, tavern, bar or private club.
- Must be able to communicate effectively, both verbally and written, in English.
- Excellent hospitality skills.
- Ability to lift and carry up to fifty (50) pounds at a time.
- Ability to perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting.
- Self-motivated with excellent organizational skills and attention to detail.
- Ability to work in a noisy environment.
- Ability to work well around a large number of people.
- Ability to work well with people in a team environment
- Ability to function in a fast paced environment, under short time constraints, and within established deadlines.
- Certification in an Alcohol Awareness Program or willingness to be certified in an Alcohol Awareness Program.
- Must be bondable
- Ability to work a flexible schedule including extended hours, weekends and holidays.
- Maintains close communication and works cooperatively with the Service Coordinator, the rest of the Arena Management team and co-workers to ensure consistency of services and the highest quality of operation.

SALARY RANGE: \$7.25 - \$10.00 per hour