



E R I E County Convention Center Authority

ERIE INSURANCE ARENA

JOB DESCRIPTION

SERVICE SUPPORT STAFF

POSITION: Service Support Staff

REPORTS TO: Erie Insurance Arena Concession Operations Manager

**POSITION
SUMMARY:**

This position is responsible for supporting customer service throughout the Erie Insurance Arena under limited supervision. Assist the Service Support Captain to maintain inventory and supplies by receiving, storing, and delivering items. All duties are to be performed in accordance with Pennsylvania State laws and regulations, as well as ECCCA policies, practices and procedures.

ESSENTIAL FUNCTIONS:

- Assists the Service Support Captain with the receiving, storage and distribution of food items
- Assists the Service Support Captain with the receiving, storage and distribution of beverage items
- Assists the Service Support Captain with the receiving, storage and distribution of food & beverage dry goods
- Assist with maintenance of facilities, material handling, equipment and inventory warehousing control systems, manual or automated.
- Set up and break down portable food service equipment
- Set up and break down portable bar service equipment
- Keeps equipment operating by following proper operating instructions, protocols and procedures. Troubleshoots breakdowns and contacts supervisor for assistance when needed
- General cleaning of concession stands and storage areas
- Perform other related duties, task and responsibilities as required

JOB REQUIREMENTS:

- Must be 18 years of age or older
- High school diploma or equivalent
- 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 consistently throughout each shift.
- 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.
- Must be bondable
- Ability to work a flexible schedule including extended hours, weekends and holidays.
- Maintains close communication and works cooperatively with 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