



POSITION: Beer Hawker
REPORTS TO: Concessions Manager
DEPARTMENT: Food & Beverage
FLSA STATUS: Non-Exempt

POSITION SUMMARY

This position is responsible for providing product to solicit customers throughout the event to achieve customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties and responsibilities may be assigned.

- Responsible for ensuring compliance with SMG's Nine Steps to Responsible Alcohol Beverage Service to include:
 - Checking customer's identification in order to verify age requirements for purchase of alcohol.
 - No more than a 2 drink minimum per person.
 - No service to intoxicated customer.
- Maintain accurate cash handling procedures at all times
- Accurate counting of cash and coins
- Take food & beverage orders directly from patrons
- Accountable for all product and physical inventory received
- Attention to detail and consistency in every aspect of service is a must
- Ability to follow oral instructions and carry out task in a timely manner
- Position is very hands on with excessive interaction with customers during events
- Complies with Health Department rules and regulations

SUPERVISORY RESPONSIBILITIES

This position has minimal supervisory responsibilities. In the event supervisory responsibilities are temporarily assigned, they must carry out supervisory responsibilities in accordance with SMG's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EDUCATION AND/OR EXPERIENCE

- At least 21 years of age or older
- Previous sales experience preferred
- Previous customer service experience preferred

- Minimum of 2-3 years of work experience in high volume, fast-paced environment preferred
- High School Diploma or Equivalent

KNOWLEDGE, SKILLS AND ABILITIES

- Positive, customer service oriented attitude at all times
- Strong knowledge of sanitary practices
- Maintain proper grooming and dress code standards
- Provide friendly and courteous customer service at all times
- Be at work and in proper uniform according to the scheduled time.
- Knowledge of concessions services and terminology
- Ability to get along well with staff & customers
- Must speak and understand English well enough to converse with customers, supervisors and employees

PHYSICAL REQUIREMENTS

- Consistently standing, walking, and climbing stairs while carrying 25 to 30 pounds.
- Reaching and lifting with hands and arms
- Manual dexterity to handle coins and currency
- Repetitive motion of the wrists, hands, and fingers.
- Occasional stooping and bending
- Exerting up to 50 pounds of force rarely, and /or up to 20 pounds of force occasionally, and/or up to 30 pounds of force frequently.

WORKING ENVIRONMENT

- May be exposed to vibrations during events caused by extreme noise.
- May be exposed to strobe lights/lasers during events.
- Moderate to extreme exposure to noise during events.

HOURS OF WORK AND TRAVEL REQUIREMENTS

- Travel negligible
- Shifts vary – Required to work any shift needed (as scheduled)
- Ability to work irregular hours, including nights, weekends, and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

Submit Resume & Cover Letters to:

Jake Stieber, Human Resources Manager
Chesapeake Energy Arena-Cox Convention Center
One Myriad Gardens
Oklahoma City, Ok. 73102

hrrmg@chesapeakearena.com

Fax (405) 605-8037

Phone (405) 602-8500

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.