

METRO

Classification Description

Title: Visitor Services Worker III

Job Code: 6003

Pay Range: 01

FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580

Established:

Revised: 2007

Classification Summary:

Serve in a food service facility, warehouse or retail store. Assist customers and/or oversee specific area in applicable facility.

Supervision Received:

Daily oversight is received from an Assistant Manager or Lead. Overall supervision is received from a Manager.

Supervision Exercised:

Employees in this classification provide on-the-job training and lead direction to less experienced workers. May also serve as a lead worker of a food service, retail or warehouse facility, which involves correcting inattentive or improper work procedures of other employees. More serious problems are reported to the Assistant Manager or Manager.

Distinguishing Features:

Not applicable

Essential Functions:

An employee in this classification may perform any of the following duties. Duties are determined in part according to the specific facility at which the employee works. These examples do not include all the specific tasks that an employee in this classification may be expected to perform:

1. Takes orders from customers: prepares a variety of fast food specialty items, serves food to customers at counter, receives money and operates cash register.
2. Operates fast food preparation equipment including grill, microwave oven, milk shake machine, popcorn and coffee makers, deep fat fryers and other related equipment.
3. Replenishes daily inventory of food items, paper products or retail products, takes inventory of supplies at concession facility or retail store and orders needed supplies from vendors or other workers who supply them.
4. Keeps equipment clean during shift and cleans concession, retail, or warehouse facility as needed. May delegate this responsibility to a less experienced worker.
5. Prepares concession or retail facility for opening including turning on lights and equipment, checking and stocking supplies and dispersing money to cash registers. Closes concession or retail facility by turning off equipment, performing general

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- cleaning and stocking, counting money received and depositing receipts with accounting services. May delegate some of these tasks to less experienced workers.
6. Inputs merchandise sales into point of sale system to maintain inventory and accounting records.
 7. Confirms vendor counts of incoming merchandise shipments. Ensures accurate pricing of merchandise.
 8. Orders for, maintains and stocks vending machines. May also collect and record revenue from vending machines, lockers and telescopes.
 9. May serve as a lead worker of a retail store, warehouse area or food service facility. Corrects inattentive or improper work procedures of other employees but reports more serious problems to the Manager, helps supervisor to ensure proper staffing and supplies are maintained in assigned work area.
 10. Answers questions from the public about the location of the Zoo exhibits and facilities and about Zoo regulations and rules.

Secondary Functions:

1. Performs all other duties as assigned.

Job Specifications:

Requires some experience preparing and/or serving fast food specialty items or experience in a retail environment, dependant upon position applied for. One year of experience in leading and training other employees. Sufficient education to demonstrate the ability to read instructions and to perform elementary calculations, including the counting of money. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

Knowledge, Skills and Abilities:

1. Knowledge of the operation of a fast food preparation and service or retail operation
2. Knowledge of basic sales techniques
3. Ability to provide quality customer service
4. Skill in operating cash register, counting money and making change
5. Ability to lead and train less experienced workers
6. Ability to independently make decisions and exercise good judgment
7. Ability to deal courteously with the public and to develop and maintain harmonious working relationships with other employees
8. Ability to understand and follow oral and written instructions

An employee in this position must possess a current Multnomah County food handler's permit at the time of employment. Employees serving in warehouse functions must have a valid Oregon State driver's license.

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Working Conditions:

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires good general hearing (both in person and over the phone), continuous talking (both in person and over the phone), handling, standing and walking. May also require frequent stooping, fingering, reaching, sitting or bending, as well as pushing/pulling up to 100 pounds and lifting/carrying up to 50 pounds. Occasional kneeling, climbing, kneeling, and repetitive motions of the hands and wrists may also be required.