

Working Title Café Assistant	Name
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Position Number 50028549	Reports to Position No., Class & Level Café Supervisor – 50029082 - AS4	Division, Branch/Unit Alberta Parks, Cypress Hills Region, Hidden Valley Ski Resort (HVSR)	Ministry Forestry & Parks
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Present Class Admin Support 2	Requested Class
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Dept ID 622120	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

This Café Assistant position reports to the Café Supervisor and is part of a team that is responsible for ensuring the Hidden Valley guests have a positive, effective and efficient interaction and communication with the general public and other stakeholders. This position is responsible for the delivery of quality food service for HVSR. Using food safe handling procedures and the position ensures food is prepared and stored according to the Alberta Health Services & Environmental Public Health Standards. The position has considerable independence within well-established guidelines and procedures and is important in ensuring Hidden Valley continues to be an inclusive, responsive and innovative winter recreational venue for all visitors. Weekend, vacation and some possible evening shift scheduling may be required. Working across Departments may be required to fulfill operational requirements.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Provide exceptional customer service for HVSR, Cypress Hills and area.
 - Aware of nearby services and their directions.
 - Actively looking for ways to help people.
 - Ensure high standards of customer service.
 - Ability to prioritize orders and provide timely service
 - Take payments and use POS system

2. Food Safe Legislation and preparation
 - Knowledge of overall food services and Facilities
 - Prepare menu items and ensure prompt service for outgoing food.
 - Wash, peel, and cut various foods, such as fruits and vegetables, to prepare for cooking or serving
 - Portion and wrap the food or place it directly on plates for service to customers.
 - Take and record temperature of food such as grill cooking and refrigerator and freezer storage areas.
 - Mix ingredients for green salads, fruit salads, vegetable salads, and grain salads.
 - Sanitize dining and store area, coolers/freezers, equipment, and dishware.
 - Store food in designated containers and storage areas to prevent spoilage.
 - Receive and store food supplies,
 - Clean equipment, utensils, refrigerators, cupboards, and other storage areas.
 - Work according to approved Food Safe practices.

3. Knowledge of OH&S Policies
 - Follow and Maintain Sanitation Standards
 - Refer appropriate concerns to a supervisor in a timely fashion
 - Have a good understanding of chemical use.

4. Provide general office administrative support, as directed by the Supervisor
 - Review and respond to e-mail requests and inquiries
 - Maintain supply inventory
 - Other duties as requested
 - Cash Handling / Sales

5. Contribute to the HV work environment and team
 - Contribute to the work environment through regular input to work policy and process
 - Take an active role in departmental development
 - Contribute to other working departments as required and business needs demand

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- Cover lunch breaks and gaps in staffing when required

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position impacts the quality of information/reservation and sales services provided to the clients and visitors to the HVSR, Cypress Hills and the general area. This position is integral to providing Catering support to HVSR department supervisors. The position requires a considerable amount of co-ordination and communication skills to ensure that the other team members are kept informed of and supported by the duties of this position. The position reports directly to the Café Supervisor who takes direction from the Head of Visitor Service. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functioning and co-ordination of the site as a whole, and creative, independent decision making is required and one-year of related experience are also desirable.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- High School Diploma Preferred
- Experience in the food Service Industry
- Food and Hygiene safety is an asset
- Strong interpersonal skills
- Being able to problem solve in a fast pace environment
- Good working knowledge of Microsoft Word, Excel and Outlook
- Good communication skills
- Ability to stand for long periods of time
- May occasionally require lifting heavy objects

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Rentals, Snow School, Information Officers, General Public, Lift Operations and Patrol staff. Head of Visitor Services and Operations Supervisor.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

_____	_____	_____
Name	Signature	Date

Manager

_____	_____	_____
Name	Signature	Date

Division Director/ADM

_____	_____	_____
Name	Signature	Date