



ERIE County Convention Center Authority

ERIE INSURANCE ARENA

JOB DESCRIPTION

SERVER

POSITION: Server

REPORTS TO: Service Coordinator

POSITION

SUMMARY: Service personnel are responsible for providing superior customer service to all ECCCA 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:

- Sets up facilities for events including dishware, glassware, silverware, linens and other amenities according to banquet event order (BEO) requirements and Service Coordinator's direction.
- Maintains a clean work environment.
- Takes orders from customers and enters orders into the POSi system in an efficient and timely manner
- Serves orders in a timely manner.
- Know the menu for each function served and be able to explain the major ingredients and preparation methods for each item to be served.
- Promotes and maintains the highest level of customer service to all ECCCA guests.
- 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.
- 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.
- Assists in breaking down tables after events and general cleaning of immediate environment.
- Performs other job related duties as assigned.
- Attends all staff meetings as required by management.

JOB REQUIREMENTS:

- Must be 18 years of age or older
- High school diploma or equivalent
- One year experience as a server 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: \$7.25-\$10.00 per hour