



**Position:** Part Time Concession Staff  
**Facility Name:** BMO Harris Bank Center & Coronado Performing Arts Center  
**Location:** Rockford IL

**POSITION:** Part Time Concession Staff  
**DEPARTMENT:** SAVOR Food and Beverage  
**REPORTS TO:** Director of Food and Beverage  
**FLSA STATUS:** Part-time/Non-Exempt

### Summary

SMG, the leader in privately managed public assembly facilities, has an immediate opening for Part Time Concession staff at the BMO Harris Bank Center and Coronado Performing Arts Center in Rockford, IL. Under the direction of the Director of Food and Beverage the primary responsibilities include the following functions in accordance with SMG policies.

### Essential Duties and Responsibilities

Other duties may be assigned.

- Greets all guests with enthusiasm and friendliness.
- Serves food and alcoholic beverages in an appropriate manner consistent with company standards and liquor laws.
- Answers guest questions about food, beverages and our facilities accurately and in a friendly manner.
- Does side work during non-busy hours.
- Speaks to guests with enthusiasm at all times and maintains a professional appearance at all time.
- Provides the highest level of service in accordance with our standards.
- Identifies food orders when ready and delivers items to tables in a timely manner.
- Communicates with food and beverage staff to ensure guest satisfaction.
- Reports to work as scheduled, in uniform and ready to be in position.
- Maintains professional relationships with all coworkers.
- Follows checklists and standard operating procedures.
- Maintains a safe, clean, organized, and stocked work area.
- Maintains full knowledge of menus, recipes and other pertinent information.
- Constantly increasing knowledge of food, beverages and other products and services.
- Ensures that guests have a positive and memorable experience.
- Responsible for constant sanitation, organization and proper food handling.
- Prepares work area for either opening, mid-shift or closing in accordance with company standards.
- Punches clock in full uniform, ready to work and no earlier than ten minutes prior to shift.
- Receives and handles cash and/or beverage tickets.
- Requests identification for all guests when required

### Qualifications

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

### Education and/or Experience

- Must be 18 years of age or older
- Must have a minimum of a high school diploma
- Must be able to pass credit and criminal background check

## **Skills and Abilities**

- Must be friendly and personable with excellent customer service skills
- Must be a team player and work well with others
- Knowledge and ability to secure a premises
- Must be available nights, weekends and holidays

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

## **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**

External- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000412288506#/>

Internal- <https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000412288506#/>

Recruiter – Lakin Eckhardt  
BMO Harris Bank Center  
300 Elm Street  
Rockford, IL 61101

Applicants that need reasonable accommodations to complete the application process may contact 815-489-8237.

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