



## **Town of Rocky Mountain House**

### **POSITION DESCRIPTION FOR: Market on Main Attendant**

<b>Department:</b>	Economic Development	<b>Effective Date:</b>	May 02, 2022
<b>Reports To:</b>	Economic Development Officer		

#### **General Accountability:**

The Market Staff is responsible for ensuring the safety, well-being, and enjoyment of Market Shoppers.

#### **Core Duties:**

- Provide a safe and secure community event for Market Shoppers
- Assist with set-up of the event with required tents, barricades, directional signs, sanitation stations
- Crowd control- monitor, direct, and manage large groups of people
- Adhere to all safety procedures
- Develop and foster good customer service relations through professional, courteous, and efficient service to market vendors and shoppers where required
- Handle minor complaints from Vendors or Public

#### **Support of Others:**

- Works cohesively with Market on Main Manager and other Market staff to ensure that the event is operating smoothly.
- Assists with the management of the Market to continuously provide attentive focus for a successful event.

#### **Health and Safety:**

- Required to review the Town of Rocky Mountain House Health & Safety manual and adhere to the directives
- Review workplace violence and working alone policies
- Required to participate in the Health & Safety weekly meeting and reporting

#### **Reports To:**

- Economic Development Officer – Market Manager

#### **Minimal Qualifications:**

- Exceptional customer service focus
- Teamwork and cooperation

- Ability to communicate, negotiate and have influencing skills
- Ability to lift 25 lbs.
- Independent decision-making, problem solving and analytical skills
- Good leadership and team building skills to develop a positive working environment where fellow staff can excel in meeting the needs of market customers

**Guidance Received:**

Directives, manuals, regulations, ordinances, or other written guidelines used regularly by this position are:

- Alberta Labor Standards
- Occupational Health and Safety Act Codes and other related documentation

**Contacts:**

Market Staff will frequently have contact with the following:

- General Public and Market Vendors
- Town of Rocky Mountain House Staff
- Town of Rocky Mountain House organizations

**Environment:**

Features of work which create unusual demands or, which create physical and/or mental stress are:

- Market On Main Staff works closely with the public
- Work is to be completed in an efficient and accurate manner with emphasis on independent work habits and a self-motivated initiative to learn and excel in all aspects.

**Physical Demands:**

This position may include the following:

- Bending & twisting motions
- Lifting over 25 lbs.
- Being on your feet for long periods of time

**CAO Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**SIGNATURES:**

**I have read and understand the contents contained within this job description. The supervisor of this position has informed me that this is a general description of the duties, responsibilities, and qualifications for the position of Market on Main Staff Attendant. This description will form the basis for my classification level and the basis for my performance evaluation.**

**Employees Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_