

Job Title: Concession Coordinator (Job Fair - July 23, 2026)

Job Summary

If you're looking to work in a dynamic environment that values everyone's contributions, has a growth mindset and truly values great customer service, then we have the perfect job for you!

The Concession Coordinator supports the day-to-day operation of Food Services across multiple locations. This role provides on-shift leadership to front-line staff, supports food and beverage service delivery, ensures compliance with cash handling, food safety, and service standards, and assists with inventory and administrative functions. The Concession Coordinator supports the full-time Food Services team and may assist with all Food Service operations.

Duties and Responsibilities

- Assist with promoting the business by developing customer relations through a high degree of customer service
- Provide functional support and guidance to all employees within the food service areas
- Perform tasks and shifts as a working lead, providing support to all areas of the food service team
- Provide on-shift guidance, coaching, and support to licensed servers, including assistance with training and communication
- Work collaboratively to support sales initiatives, cost control, and loss prevention for all Food Service locations
- Act as the on-site point of contact for assigned Food Service operations
- Perform spot inventory and equipment checks to ensure adequate stock levels and operational readiness
- Support the monthly inventory count and reporting process
- Manage set-up, organization and supervision of all food service functions at all retail Food Services Facilities
- Ensure a high standard of customer service, cleanliness, and timely problem resolution during service
- Responsible for daily maintenance performance and updating cleaning sheets/duties for concession area
- Reporting any equipment failures or potential safety hazards following proper procedures
- Ensures compliance is met with all Standard Operating procedures and newly implemented menu items. Ensure they are up to date on all menu items to help promote sales
- Participate in regular food service team meetings
- Provide assistance with basic administrative and operational documentation as assigned
- Performs other duties assigned

Skills and Qualifications

- This position requires a minimum of three (3) years' experience in a supervisory, team lead, or shift lead role within the food service industry
- Experience in high-volume retail or concession environments
- Ability to multitask and remain calm during peak service periods
- Possess an understanding of restaurant and quick service food management
- Strong written and oral communication is required as well as having the ability to work independently
- Have a firm understanding of employee supervision practices, and the requirements to successfully oversee events/concessions
- Computer skills are required, including Microsoft Office
- Knowledge of Silverware POS and Global Payments software is an asset
- A valid Food Handlers and Smart Serve Certification is required
- Current Emergency First Aid / CPR "B" required within 6 months of start date
- Required to work flexible hours including evenings, weekends, holidays, split and on-call shifts
- Experience inputting timesheets and payroll preferred but not required
- Ability to provide on-shift leadership and oversight to front-line food service staff, with an emphasis on clear communication and reporting to the Food Services Supervisor
- Cash counting and experience dealing with retail sales are definite assets
- Light lifting required
- Must be able to work weekdays, evenings, weekends, holidays, and a variety of early morning and late evening shifts

Hourly Rate/Salary: \$21.51 - \$26.24 (also entitled to a share of the gratuities for various events/locations)

Grade: PD

Hours of Work: up to 40

Work Location: Various City of Mississauga facilities

Equity, Diversity and Inclusion

The City of Mississauga is committed to creating a respectful and supportive workplace that fosters a culture of equity, diversity and inclusion which broadly reflects the communities and residents we serve. Throughout the employee life cycle, the City is working to include an EDI lens to attract, retain and support the growth of diverse talent.

Learn more about the City's commitment to [Equity, Diversity and Inclusion](#).

Accommodations

The City of Mississauga is an Equal Opportunity Employer and is committed to removing barriers in our selection process for people with visible and invisible disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities.

If selected to participate in the recruitment, selection and/or assessment process, please complete the following [Accommodation Request Form](#) and have it emailed to recruitment.accommodation@mississauga.ca citing the Job ID and Job Title. This will inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.