

# Shelby County Speedway



## Employee Roles and Position Descriptions

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### **Cashier**

The Cashier is responsible for processing cash and credit transactions using the point-of-sale system with speed and accuracy. This position requires strong customer service skills, ensuring every guest interaction is friendly and helpful. Duties include accurately ringing in sales, maintaining responsibility for drawer accuracy, restocking coolers and snack items, and assisting the kitchen when needed. Cashiers must keep their work area clean and organized, work efficiently in a fast-paced environment, and communicate effectively with both guests and team members.

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### **Ticket Booth**

The Grandstand Ticket Booth Attendant assists with opening the raceway and managing ticket sales. Responsibilities include quickly and accurately calculating and ringing in ticket purchases while maintaining drawer accuracy. This position requires strong guest service skills, including warmly greeting guests, answering questions, and seeking supervisor assistance when needed. The Ticket Booth Attendant must be able to work in a fast-paced environment and ensure all ticket and sales records remain accurate and organized.

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### **Kitchen Staff**

Kitchen Staff members assist with the preparation, handling, and serving of food items while maintaining high standards of cleanliness and food safety. This role requires following all county and state food safety regulations, keeping cookware, utensils, and prep areas sanitized, and ensuring the condiment station remains stocked and clean. Staff must communicate inventory levels, support a fast-paced environment, and provide friendly, attentive service to guests and team members.

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### **Griller/Fryer**

The Griller/Fryer is responsible for opening the kitchen and preparing grilled and fried menu items. This position includes all general kitchen staff duties, such as maintaining clean preparation areas, following county and state food safety regulations, and ensuring proper food handling and temperature standards are met. The Griller/Fryer must communicate inventory needs to the supervisor, work effectively as part of a team, and handle guest concerns professionally to ensure customer satisfaction.

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### **Gate Staff**

Gate Staff members verify that all guests entering the facility have purchased valid tickets or pit passes. This position requires confidence when approaching guests, with the option to request assistance from another team member or supervisor if needed. Gate Staff also check coolers and bags to ensure that no outside food or beverages are brought into the venue. Strong communication skills and professionalism are essential.

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### **Beer Booth**

Beer Booth employees must be 18 years of age or older. This position requires verifying guest identification for legal age compliance, interacting with guests in a friendly manner, accurately calculating sales, and maintaining drawer accuracy. Responsibilities also include keeping the work area stocked and clean, monitoring inventory levels, and communicating restocking needs to the supervisor.

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### **Pit Shack**

Pit Shack staff ensure that all required paperwork and waivers for drivers, guests, and employees are properly signed and collected. This position assists with opening the raceway and is responsible for quickly and accurately processing pit pass sales. Staff must interact with guests in a friendly manner, answer questions, seek supervisor assistance when needed, and maintain accurate records of passes and drawer sales. Pit Shack employees also assist with closing procedures.

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## **Kitchen Manager**

The Kitchen Manager oversees kitchen operations and performs all responsibilities of general kitchen staff and the griller/fryer position. This role requires strong leadership skills, ensuring high-quality food preparation, service standards, and compliance with all county and state food safety regulations. Responsibilities include coordinating stocking and cleaning of coolers, food warmers, and condiment stations, communicating inventory needs, anticipating busy periods, assisting with closing procedures, and leading the team in a positive, professional manner.

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## **Guest Service**

Guest Service employees welcome guests in a friendly, positive manner and communicate information about special events. Duties may vary depending on the event and can include handing out flowers, flyers, promotional materials, assisting with raffle drawings, and supporting kids' night activities. Flexibility and strong communication skills are essential for this role.

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## **Security**

Security staff ensure guest safety while monitoring non-smoking areas and verifying age bands for alcohol consumption. Responsibilities include approaching guests when necessary, de-escalating conflicts, maintaining a calm presence during stressful situations, and communicating concerns to a supervisor. A confident, professional, and guest-focused demeanor is crucial.

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## **Opening Performer**

The Opening Performer delivers a vocal performance of the National Anthem at the start of each event. This position requires independent rehearsing, memorization of lyrics, and confident presentation in front of guests at the base of the flag stand. Proper, family-friendly attire appropriate for weather conditions is required. Performers must promptly communicate any absences or tardiness to the supervisor.

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### **General IT Assistant**

The General IT Assistant provides technical support across the facility and assists staff with technology-related needs. Responsibilities may include installing and upgrading software, troubleshooting and repairing systems, resolving network issues, and offering friendly assistance to coworkers. Familiarity with Apple software is required. The employee must be comfortable moving quickly between the three designated equipment locations at the track to respond to urgent IT needs in a fast-paced environment. Additional duties may arise as IT operations transition during staffing changes.

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\*\*These are very brief job descriptions to provide an idea of what the job entails. There are additional duties as assigned and vary based on needs. \*\*