



**Amherst College**  
**Office of Human Resources**

**JOB DESCRIPTION**

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Title: Dining Services Systems Specialist

Department: Dining Services Reports to title: Director of Dining Services

Full Time:  X  Part Time: \_\_\_\_\_ Date Prepared:  8/29/19

Job Group & Level: PT2 Regular Daily Work Schedule: Monday to Friday

Pay Type: Weekly  X  Monthly \_\_\_\_\_ Months Per Year:  12  Hours Per Week:  40   
(Summer Months) Months Per Year: \_\_\_\_\_ Hours Per Week: \_\_\_\_\_

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1. Summary of Position:

The Dining Services Systems Specialist administers the One Card System and Charge Programs, manages payroll and office operations, and supervises the Office Assistant.

The Specialist takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

The Specialist works a Sunday - Thursday schedule, but also works during Commencement and Reunion weekends, and other times during the year depending on the College's operational needs. Our work is central to student life and their needs occur at a variety of times throughout the day, week, and year and in such, a flexible schedule is required. In addition, the position is designated as providing essential services and may be required to report to work, or remain on duty even when the College is closed.

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2. Principal Duties and Responsibilities:

**40 % Payroll Management**

- Review and analyze non-exempt and casual weekly payroll time entries and benefit usage to ensure alignment with the College's policies and pay calculation rules, communicating resolution with Payroll, Human Resources, and employees when needed.
- Determine and record hours for all Dining Services' weekly paid employees for the Director of Dining Services' approval, utilizing appropriate policies.

- Train and guide supervisors in the use of the payroll system, and staff in the use of the timeclock and cloud based programs.

### **30 % One Card System Administration**

- Manage, including assign, coordinate and maintain, the system for dining privileges (meal plans and stored value & credit (SV&C)) for the entire campus
- Forecast trends and report participation use, including weekly and monthly reports for Payroll and Controller, group usage reports for Admission, and conference billing information for Summer Programs.
- Oversee, as well as participate in, the production of IDs including equipment maintenance and supply inventory.
- Administer the Dining Services' card readers system including programming card readers and providing employee training and technical support.
- Coordinate system upgrades, outages and technical support with IT.

### **20 % Office Operations Management**

- Manage processes, workflows, record keeping, and other office operations.
- Supervise the Office Assistant.
- Maintain the bank and cash drawers for the Dining Hall, Lewis and Catering, including preparing deposits for the Controller's Office and training staff on cash handling and deposits procedures.
- Coordinate all outside visiting groups to the Dining Hall and bill if necessary.
- Provide administrative support for the Director of Dining Services and management team.

### **5 % Charge Program Administration**

- Administer the Charge Program for all Dining Service locations including manage records, supply charges, and reporting.
- Maintain departmental charges by faculty, staff, students, department and college guests, and administration for all Dining Services cost centers.
- Respond to questions and resolve problems concerning personal and departmental charges.

### **5% - Other duties as assigned**

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

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### **3. Internal-External Interaction/Communication:**

Complex operational interactions/communications including problem solving and analyzing information. Maintains strong communication with-in the department and campus wide including

frequent interaction/communication with Summer Programs Director to ensure accuracy and needs of each conference and Admission regarding visitor needs.

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4. Education: (include certifications and licenses)

Required: Bachelor's Degree or equivalent combination of education and experience.

Preferred:

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5. Experience: (List specific skills necessary to perform this job)

Required:

- 2 – 3 years of related experience including strong payroll background
- Proficient in Microsoft Office Word, Excel and Access (or experience with another database)
- Strong written and verbal communication, and interpersonal skills
- Demonstrated time management, customer service, problem solving, organizational and attention to detail skills
- Ability to take initiative, and work independently and collaboratively
- Commitment to working with a diverse community.

Preferred:

- Experience with CBord, Kronos, and/or WorkDay.
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6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Office environment: Visual – normal concentration; repetitive motions including fingers, hands, and wrists; and lifting, carrying, pushing and/or pulling 10 lbs.

Dining Services support during Commencement and Reunion weekends, etc.: Exposure to slippery floor conditions; movement including standing, walking, bending and squatting; lifting, carrying, pushing, and/or pulling 15 lbs.

7. Decision Making:

The position consists of broad responsibilities requiring the application of policies to dynamic situations; performs work that typically requires processing and interpreting complex, less clearly defined issues; identifies problems and possible solutions and takes appropriate action to resolve; uses previous experience and knowledge to identify the most appropriate options for resolution.

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8. Supervision Exercised/Received:

Minimal supervision received by supervisor.

Supervisory Responsibility: Yes   X   No           

Number of Employees Supervised:   1   (Office Assistant)