Title: Grab-N-Go Server

Department: Dining Services             Reports to title: Cash Operations Supervisor

Full Time: X Part Time: ____ Date Prepared: 8/5/19

Position Grade: AO1

Regular Daily Work Schedule: 7:15 AM to 3:45 PM
Pay Type: Weekly X Monthly _____ Months Per Year: 42 wks/yr

Hours Per Week: 40
(Summer Months) Months Per Year: ______ Hours Per Week: ______

1. Summary of Position:

The Grab-N-Go Server position supports the efforts of Dining Services to provide the campus community and guests with excellent professional and courteous service. The Server assists with morning production in retail dining or assists with catering and campus-wide events. The Server maintains a clean, safe, and stocked environment, and assists with menu and beverage preparation throughout the semester.

During Winter and Spring breaks, the Grab-N-Go Server works in retail locations to support operations during these periods, preparing food to order following established standard recipes.

The work schedule varies and corresponds to the College’s operational needs, but generally is Monday - Friday, beginning a shift often at 7:15 AM – 3:45 PM. As our work is central to student life, their needs occur at a variety of times throughout the day, week, and year and in such, a flexible schedule with extended shift times is required. In addition, the position is designated as providing essential services and should report to work, or remain on duty even though the College is closed.

Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

35% Provide exceptional service at Grab-N-Go and Schwemm’s, helping customers with special requests and placing orders into the register.

30% Properly prepare menu items and coffee brewing, maintaining all merchandised items follow established policies, procedures, and standards.
30% Clean and sanitize all equipment used in Grab-N-Go and Schwemm’s, adhering to all expected standards, as well as sweep, mop, wipe tables, and remove trash and recycling.

5% Perform other duties as assigned.

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

3. **Internal-External Interaction/Communication:**
   The individual has daily interaction with the campus community, involving both verbal and written communication. This includes, but is not limited to, accepting direction, training and support provided by supervisors; communicating with customers regarding their needs, suggestions, and concerns; reporting operational issues, concerns, and needs through appropriate channels.

   This requires the ability to read and comprehend instructions, short correspondence, and memos; the ability to write correspondence; and the ability to effectively present information in one-on-one and small group situations with other employees of the organization.

4. **Education: (include certifications and licenses)**

   Required:
   - High School Diploma or Equivalent

   Preferred:
   - ServSafe Certification or be able to achieve within six months of employment
   - Allergen Awareness Certified, as required by the Commonwealth of Massachusetts, or be able to achieve within six months of employment

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

   Required:
   - 1 year of food service experience
   - Excellent customer service, interpersonal, organizational, and time-management skills
   - Demonstrated written and verbal communication skills including the ability to follow verbal and written instructions
   - Attention to detail
   - Work flexible hours based upon operational needs including extended shifts
   - Commitment to working with a diverse community
   - Successful completion of a pre-employment physical and lift test

   Preferred:
   - 1 – 3 years food service, front of the house, experience

6. **Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)**
This position involves frequent exposure to extreme heat and cold, wet and humid environments, sharp tools, machinery, chemicals, grease laden vapors and fumes, and high noise levels. Lift, carry, push, and pull up to 50 lbs. and occasionally lift, push, pull, and carry objects over 50 pounds with assistance. Constant/repetitive motions involving the range of full body use including fingers, arms, knees, hands, and wrists. Motions including bending, squatting and stooping, reaching outward and above head, constant walking and standing, and ascending/descending stairs. Manual dexterity including grasping and manipulating tools/equipment, and adjusting controls. Close visual concentration including the ability to perceive color, contrast, and depth, as well as the ability to taste and work with any and all ingredients used.

7. **Decision Making:**

This involves frequent choice of action based on immediate need in tandem with established routine tasks, procedures and guidelines. Usually, major decisions and actions are reviewed by supervisor. Objectives are established by supervisor. Employee plans and arranges own work in conjunction with established standards, referring only unusual cases to supervisor or others. Work is varied and/or involves frequent changes in priorities based on customer and operational demands.

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8. **Supervision Exercised/Received:**

Moderate supervision received at all times. Grab-N-Go Server position tasks are overviewed by the shift supervisor.

Supervisory Responsibility:  Yes [ ]  No [X]  

Number of Employees Supervised: [ ]