Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Retail Server / Supervisor

Department: Dining Services  Reports to title: Manager of Dining Services and Retail Operations


Job Group & Level: AO-2  Regular Daily Work Schedule: 9 – 5:30

Pay Type: Weekly_____ X Monthly_____ Months Per Year: 12_____ Hours Per Week: 40_____

1. Summary of Position:

The Dining Services Server / Supervisor, having knowledge of all ingredients, is committed to quality and excellent customer service. Ensures all food items, proper serving utensils, and menu signage are ready for service; and cleans the dining area during and after service. Supervises students and casual staff. 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 work schedule varies and corresponds to the College’s operational needs, but generally is Monday thru Friday, 9:00 am – 5:30 pm. 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 with extended shift times 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.

2. Principal Duties and Responsibilities:

80% Operations

- Set up food lines with the needed utensils and equipment prior to meal service
- Call for all needed items to the culinary team
- Provide table service
- Engage with customers by promoting local foods and newly featured menu items
- Recommends menu items
- Serve entrees and sides to our guests
- Clean and maintain serving areas
- Take inventory and place food orders, as well as, retrieve supplies and restock necessary food items
- Operate cash register

10% Supervision

- Supervise students and casual staff

5% Perform additional duties as assigned by the supervisor and or manager on duty, including but not limited to, light cleaning, table wiping and other sanitation duties.
5% Performs other duties/functions as requested.

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 server has daily interaction/communication with the campus community, including but is not limited to, providing direction, training and support to the Dining Services team throughout the department; communicating with customers regarding their needs, suggestions and concerns; reporting operational issues, concerns and needs through appropriate channels.

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

Required:

- High School Diploma or equivalent
- Allergen Awareness Certified as required by the Commonwealth of Massachusetts or be able to achieve within six months of employment
- ServSafe Certification or be able to achieve within six months of employment

Preferred:

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

Required:

- 1 - 2 years of supervisory experience in a fast Food Environment or related field
- Strong verbal and written communication, interpersonal, customer service, organizational and time management skills
- Ability to taste and work with any and all ingredients used
- Attention to detail
- Strong time management skills including the ability to follow verbal and written communications
- Basic math and computer skills
- Commitment to or experience working with a diverse community
- Ability to work extra shifts and/or overtime if needed
- Successful completion of a pre-employment physical and lift test

Preferred:

- 2 or more year of supervising experience in a restaurant setting

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Lifting, pushing, pulling, and carrying up to 35 pounds. Occasional exposure to walk-in freezer, and wet and greasy floors. Frequent exposure to sharp tools, machinery and cleaning chemicals. Constant
repetitive motions involving a range of full body use including fingers, arms, knees, hands and wrists. Requires constant walking, standing, bending, reaching, squatting and stooping, reaching outward and above head, 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 is also required 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 or Manager. Objectives are established by supervisor. Employee plans and arranges own work in conjunction with established standards. Work is varied and/or involves frequent changes in priorities based on customer and operational demands.

8. **Supervision Exercised/Received:**

Received moderate supervision from the supervisor. Assist with supervising casual and student employees.

Supervisory Responsibility: Yes _________ No _________ X

Number of Employees Supervised: _____1 casual employee____