Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Retail Supervisor

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

Full Time: X Part Time: ___________ Date Prepared: January 24, 2020

Job Group & Level: AO-3

Regular Daily Work Schedule: Sunday – Wednesday 4:00 pm – 12:30 am, Thursday 6:00 pm – 2:30 am

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

1. Summary of Position:

The Dining Services 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 staff in their retail location. 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 Sunday – Wednesday 4:00 pm – 12:30 am, Thursday 6:00 pm – 2:30 am. 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. This individual will assist the Assistant Manager of Retail Operations to insure that our operational goals and objectives are achieved in the service of our student customers and in meeting their expectations. Responsibilities include: supervision and training of the Schwemm’s team, food-prep, cash handling, hiring and training student staff, creating student staff schedules open and closing Schwemm’s. 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, the work scheduled varies.

2. Principal Duties and Responsibilities:

65% Operations

- Call for all needed items to the culinary team
- Engage with customers by promoting local foods and newly featured menu items
- Clean and maintain serving areas
- Cooking items as ordered
- Retrieve supplies and restock necessary food items
- Operate cash register
25% Supervision / Management
- Supervise all staff in their location
- Maintains Compliance with Alcohol service to our campus community
- Places orders as necessary
- Maintains cash and credit records

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:
- 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:
- 3 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:**

Receives supervision from the Assistant Manager. Supervises employees on site.

- **Supervisory Responsibility:** Yes X No

- **Number of Employees Supervised:** _____ 3 employees _____