



Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Retail Server

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

Full Time: _____ Part Time: X Date Prepared: 8/30/2019

Job Group & Level: AO-1

Regular Daily Work Schedule: 8:30 am – 12:30 pm Monday - Friday

Pay Type: Weekly _____ X Monthly _____ Weeks Per Year: 42 Hours Per Week: 32

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Retail Server, 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 line during and after service. 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 8:30- 12:30 Monday – Friday. 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% Set up food service areas with the needed utensils and equipment prior to meal service. Call for all needed items to the culinary team. Engage with customers by promoting local foods and newly featured menu items. Serve entrees and sides to our guests, and clean and maintain serving areas. Operate the cash register.

10% Retrieve supplies and restock necessary food items for the food stations.

5% Perform light cleaning, table wiping and other sanitation duties as assigned by the supervisor and/or manager on duty.

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 communicates with staff, students, staff and all guests of the College community.

4. Education: (include certifications and licenses)

Required: Basic math skills

Preferred: High school or vocational school diploma/certification or equivalent, TIPS Certification

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

Required:

- Strong time management skills including the ability to follow verbal and written communications
- Excellent customer service skills, organizational and interpersonal skills
- Ability to work independently and as a member of a team
- Able to work extra shifts and/or overtime if needed
- Commitment to working with a diverse community
- Successful completion of a pre-employment physical/lift test

Preferred: Previous food service experience

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

Occasional exposure to extreme temperatures, wet and greasy floors

Lift, carry, push and pull up to 35 lbs.

Bending, pushing, squatting and reaching

Extended periods of standing and walking

Visual – normal concentration

Repetitive motions including hands, wrists, fingers and arms

7. Decision Making:

Servers will follow established guidelines. There are routine tasks with some choice of actions. Decisions and actions are reviewed by supervisors.

8. Supervision Exercised / Received:

The server position requires considerable supervision and direction. Both student and or casual workers may serve on the line with the server. This may require some limited training by the server.

Supervisory Responsibility: Yes _____ No _____ X

Number of Employees Supervised: 0

