



Amherst College

Office of Human Resources

JOB DESCRIPTION

Title: Retail Dining Services Server / Supervisor

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

Full Time: X Part Time: _____ Date Prepared: 3/04/2020

Job Group and Level :AO-2

Regular Daily Work Schedule:

Tuesday & Wednesday 4:00pm-12:30am, Thursday, Friday & Saturday 6:00pm-2:30am

Pay Type: Weekly _____ X Monthly _____ Months Per Year: 10 (42 weeks) Hours Per Week: 40

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

1. Summary of Position:

The Dining Services Server Supervisor, having knowledge of all ingredients, is committed to quality and excellent customer service. The Server works at retail or other locations as assigned. 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 Tuesday & Wednesday 4:00pm-12:30am, Thursday, Friday, Saturday 6:00pm-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.

2. Principal Duties and Responsibilities:

70% - Set up service areas with the needed utensils and equipment prior to meal service. Prepare needed items for service. Engage with customers by promoting local foods and newly featured menu items as well as operate cashier station. Serves entrees and sides to our guests, cleans and maintains serving and dining areas.

10% - Supervise students and Casual Staff

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

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

4. Education: (include certifications and licenses)

Required: Basic math skills

Preferred: High school or vocational school diploma/certification or equivalent

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
 - Commitment to working with a diverse and inclusive community
 - Ability to work independently and as a member of a team
 - Able to work extra shifts and/or overtime if needed
 - Successful completion of a pre employment physical and lift test

 - Preferred: Previous food service experience
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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.

Ability to 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 along with the server. This will require some limited training by the server.

Supervisory Responsibility: Yes X No _____

Number of Employees Supervised: 2-3

