



Amherst College

Office of Human Resources

JOB DESCRIPTION

Title: Server

Department: Dining Services Reports to title: Dining Services Supervisor

Full Time: Part Time: Date Prepared: 8/13/19

Job Group & Level: AO-1 Regular Daily Work Schedule: 12:30 pm – 9:00 pm, Sunday-Thursday

Pay Type: Weekly Months Per Year: 52 wks/yr Hours Per Week: 40

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

1. Summary of Position:

The Dining Services Server, having knowledge of all ingredients, is committed to quality and excellent customer service. The Server works on the food lines and/or other service areas as assigned. Ensures all food items, proper serving utensils, and menu signage is 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 12:30 pm – 9:00 pm, Saturday through Wednesday. 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 lines 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, clean and maintain serving areas.

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% Perform 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
 - Current ServSafe Manager Certification or be able to achieve within (6) months of employment
 - Allergen Awareness as required by the Commonwealth of Massachusetts or be able to achieve within (6) months of employment
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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 and 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.
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:

Work follows established routines, clearly prescribed rules, past practices or instructions. Seeks guidance on problem areas from supervisor. Refers non-routine or unusual problems to supervisor.

8. Supervision Exercised / Received:

Considerable supervision and direction from the supervisor.

Both student and/or casual workers may serve on the line with the server. This may require limited training from the Server.

Supervisory Responsibility: Yes _____ No _____ X

Number of Employees Supervised: _____0_____

