

FACULTY-STUDENT ASSOCIATION OF SUNY SCHENECTADY COUNTY COMMUNITY COLLEGE, INC.

POSITION DESCRIPTION

Note: The purpose of a position description is to outline in general terms, the responsibilities and expectations with a particular position. This job description is not all-inclusive and is subject to modification by the Faculty-Student Association at any time.

POSITION TITLE: Food Service

PRIMARY DUTIES: Performing all activities related to providing customers with prompt, quality food purchase and preparation while providing customers with a friendly, upbeat and clean atmosphere.

OPERATION: FSA Dining Services

IMMEDIATE SUPERVISOR: Dining Services Manager

FACULTY-STUDENT ASSOCIATION GOAL:

SUNY Schenectady County Community College is a public, comprehensive, two-year institution serving both full and part-time, day and evening students. The Faculty-Student Association (FSA) is a financially self-supporting corporation designed to provide a variety of auxiliary services and financial assistance for the benefit of the college community. The goal of the FSA is to provide the very best auxiliary services and comprehensive financial support possible.

DINING SERVICES GOAL:

As a division of the FSA, Dining Services expects to operate at a profit while providing quality, comprehensive services to the college community. These include providing customers with the highest standard of quality food and service at the best value. The dining service will provide customers with quality customer service, fresh goods, in a clean environment designed to meet the unique needs of a community college.

POSITION GOAL:

The goal of the food service worker is to effectively perform the responsibilities associated with the position. In so doing, the dining services and the FSA will be better prepared to fulfill their operational goals.

GENERAL STATEMENT OF PERFORMANCES RESPONSIBILITIES:

The food service worker is directly responsible for performing all activities directly related to the preparation of fast foods from pre-portioned ingredients. The food service worker is responsible for maintaining quality of the product sold, cleanliness of the equipment, assist with maintenance of equipment, refrigeration temps, rotation of product, inventory and other duties as assigned by the Dining Services Manager or his/her designee.

EXAMPLES OF PERFORMANCE RESPONSIBILITIES (Not All-Inclusive):

OPERATIONAL

- Assist customers at the counter.
- May use machines for food preparation (ie Turbochef, microwave, toaster, espresso machine)
- Maintain adequate production levels per customer demands
- Dress and assemble sandwiches according to established portion and styling specifications and standards
- Ensure proper preparation, utilization, storage and rotation of food to maintain high standards of sanitation and quality
- Maintain a clean and sanitary work area
- Perform cleaning tasks to maintain cleaning standards and work as a team player
- Adhere to dress code requirements.
- Work as a cashier on a POS terminal or computerized register
- Follow cash handling and register policies under the established guidelines
- May unpack deliveries
- Operate dishwasher
- Launder linens and uniforms

EQUIPMENT/SUPPLIES

- Perform equipment maintenance in accordance with preventive maintenance checklist
- Maintain equipment temp logs in accordance with guidelines

CUSTOMER SERVICE

- Welcome and communicate with every customer to provide excellent customer service
- Ensure customer satisfaction by demonstrating a positive attitude and smile.
- Develop a positive working relationship with campus administration/faculty, staff and students
- Discover customer needs and appropriately suggest product with every customer to enhance service.
- Assist customers in the selection and purchase of foods and beverages
- Suggest sell and/or up sell
- Respond to customer needs and thank every customer
- Present oneself professionally and demonstrate clear communication with all customers
- Prepare food orders to the FSA standard

OTHER

- Exhibit outstanding team player attitude through outstanding attendance and punctuality
- Communicate regularly with the management
- Perform other duties necessary for the effective operation of Dining Services in general or as assigned by management.

GENERAL PERFORMANCE EXPECTATIONS

The food service worker will perform the responsibilities associated with the position in a highly effective, efficient and responsible fashion. This position has a variety of responsibilities that make it essential to maintain a close working relationship with management, possess knowledge of standard operating procedures and exercise sound judgment.

The Dining Services serve a large and varied population – students, faculty, staff, administration, guests etc. Since the food service worker is in contact with many of these individuals on a daily basis, it is essential for this person to possess strong inter-personal skills and to handle problems and sensitive situations tactfully. The food service worker plays a key role in maintaining and enhancing a positive image of the Dining Services operation.

Accommodating the influx of customers and guests may necessitate expanded hours of operation. Consequently, the food service worker may work extended hours on an as-needed basis as determined by management.

The food service worker must be able to perform work without detailed instructions and constant supervision. This individual must be trustworthy, honest, dependable, punctual, and able to communicate effectively and work well with other members of the team, Board of Directors, students, College Administration, faculty and staff. A pleasant personality oriented toward giving service to customers is essential.

ACCEPTABLE KNOWLEDGE, EXPERIENCE AND TRAINING:

One-year minimum experience as a food service worker in a food service establishment. Must be friendly, self-motivated and possess a good sense of humor. Must be able to lift at least 60 lbs.

RECEIVED AND READ BY:

DATE: _____

DISTRIBUTION:

- FSA Personnel File (Original)
- Food service worker
- Dining Manager

August 2021