

Summary			
JOB DESCRIPTION NO: 207566	VERSION: 2	PREVIOUS JD NO: 207566	POSITION CONTROL NO: 207566
DEPARTMENT: HOUSING/DINING/HOSPITALITY	UNIT CODE: 000412		VC AREA: CHIEF FINAN OFF
INCUMBENT NAME:	PHONE:	INCUMBENT EMAIL:	WORK LOCATION: Main Campus
PAYROLL TITLE: FOOD SVC WORKER LD	TITLE CODE: 5452	SALARY GRADE:	HEERA: All Others, not Confidential
BACKGROUND CHECK REQD? Yes	C.O.I. DISCLOSURE REQD? No		PHYSICAL REQD? No
SUPERVISOR NAME:	PHONE:	SUPERVISOR EMAIL:	SUPERVISOR TITLE:

Overview

WORKING TITLE
Lead Food Service Worker (50%)

DEPARTMENT OVERVIEW

Housing Dining Hospitality (HDH) is a self-funded, large and complex campus department consisting of 7 divisions, with more than 600 staff employees, 700-800 student employees and an annual operating budget of \$150 million. HDH provides housing for approximately 15,000 undergraduates, grad students, faculty, staff and their families in over 400 buildings and approximately 5.3 million sq. ft.

Currently, HDH houses 38% of UCSD's enrolled students with a goal of housing 50% in the near future. HDH also provides maintenance and repair, contract meals/meal plan management, as well as retail food service, conference services and catering services to student residents, faculty, staff, and campus visitors.

UCSD-HDH is committed to providing a comprehensive benefits plan that offers you choices for your physical, mental and financial wellness. We offer competitive Medical, Dental and Vision Insurance programs geared to you and your family's needs. UCSD Benefits provides a wide array of coverage, including Supplemental, Spousal and Child Life Insurance, Short and Long-Term Disability, a Pension Plan and other savings plans provide additional incentives for choosing HDH as the employer of your future.

Dining Services offers a competitive compensation package that includes paid vacation time, paid holidays and sick time. A meal perquisite program provides staff meals while on shift. An annual uniform allowance for clothing and shoes is provided.

Dining Services operates 19 locations across campus that include specialty restaurants, markets, full service restaurants, residential dining facilities, and a full service catering department. We are a 24/7 business where operating needs require varied work schedules including mornings, evenings, late night, and weekends. Employees may be required to take off during scheduled operational shutdowns such as Holiday Breaks, Spring Break, and Summer.

POSITION OVERVIEW

50% variable position. A working team leader with responsibilities to include food production, customer service, merchandising, stocking, barista, on-the-job training, and quality control in a front of the house or back of the house environment. Basic responsibilities will include any or all of the following: problem- solving in a timely manner, food production, customer service and complaints, data entry, use of Outlook for email, placing orders online and by phone, handling staff shortages, equipment, and personnel. Will follow established procedures in the absence of the supervisor. In coordination with their supervisor, will be responsible for food production, customer service, controlling labor hours, and merchandising.

SPECIAL CONDITIONS

Operating needs of the department require varied work schedules, (i.e., a.m., p.m., and/or weekend shifts and/or 10 hour workday). Employees may be required to take off (vacation or temporary layoff) during scheduled operational shutdown periods, such as Christmas, Spring & Summer breaks. Health codes require prescribed uniform, hair covering, and good personal hygiene. Meal schedules require extreme attention to promptness and excellent attendance. Meal perquisite is required for all Dining Services employees. Employees may be required to change work location on a daily basis as needed or for an indefinite time period. Must have a valid California Driver's License, good driving record and participate in the DMV pull program.

EMPLOYEES DIRECTLY SUPERVISED

Functions and Tasks

I	FUNCTION NAME TEAM LEADER	% TIME 30%	ESSENTIAL Yes
	<p>RELATED TASKS</p> <ul style="list-style-type: none"> Responsibilities include on the job training of staff on any or all of the following: food production, customer service, barista, cash handling, serving techniques, portion control, sanitation and safety, operations and merchandising of product. (D) Communicates through email a daily shift report informing management of shift issues and observations. Provides efficient and effective utilization of labor through training and constant overview and evaluation in assigned areas of responsibility. (D) Supervises staff and delegates to them any or all of the following: food preparation, off-site catering, special events, customer service, deliveries sanitation, cleanliness, and safety. (D) In the absence of immediate supervisor, solves problems in any or all of the following areas: staff shortages, product and equipment failures, customer complaints, and personnel problems in a timely manner. (A/R) Plans work and guides workers for completion and delivery of group assignment with in required time frame. (D) Orders food and supplies, coordinates production and service needs in advance, checks transfer documents for assigned section, reports and excessive waste or leftovers and provides production data forecast. (D) Acts in the absence of section supervisor to direct production and service needs. (A/R) Reports maintenance problems either directly or to supervisor. (A/R) Promotes employee morale. (D) 		
II	FUNCTION NAME FOOD PREPARATION, MERCHANDISING, AND QUALITY CONTROL	% TIME 25%	ESSENTIAL Yes
	<p>RELATED TASKS</p> <ul style="list-style-type: none"> Identifies stocking and merchandizing needs. Keeps all product stocked and faced in correct locations. Ensures areas promotional and menu signage is accurate and in place. Washes, cleans, and sorts produce. (D) Cuts, chops, and slices food products either by hand or by machine. (D) Mixes, assembles, and cooks food items according to Standardized Recipes. (D) Operates kitchen equipment (slicers, choppers, mixers, grills, fryers, ovens, coffee urns, dish machine, floor machines, knives, and other small equipment) to ensure safety and sanitation. (D) Handles/tastes products to ensure quality. (D) Ensures that food is handled and prepared at safe temperatures. Tests food with a thermometer. (D) Notifies supervisor of leftovers to prevent waste or misuse of products. (D) Independently sets-up and merchandises cold and hot food service areas. (D) Provides for adequate food and supplies by proper utilization of service records, product transfer and forecasting. (D) Provides continuous inspection and evaluation of his/her shift to ensure products meet quality standards, are served with proper portion control, are at a proper temperature, and that they do not run out during serving hours. (D) Reviews recipes for accuracy and yield and suggests changes if necessary. (D) Stocks and replenishes food and supplies. (D) 		
III	FUNCTION NAME COMMUNICATION / CUSTOMER SERVICE/CASH HANDLING	% TIME 25%	ESSENTIAL Yes
	<p>RELATED TASKS</p> <ul style="list-style-type: none"> Promotes a positive work environment by communicating in a professional, constructive and positive manner with fellow staff, students, and management (D) Promotes positive customer relations by acting in a professional manner at all times. (D) Responds to customers in an efficient and courteous manner. Serves the customer by taking and filling orders, stocking and replenishing food and supplies. (D) Communicates and coordinates positively with other areas of the unit regarding food preparation, customer service, equipment use, sanitation, security and safety. (D) 		

	<ul style="list-style-type: none"> Utilizes direct customer contact and feedback to contribute to an environment of positive change. (D) Maintains all cash handling and change bank procedures consistent with University and Dining Services policies. This includes using cash register to process customer orders in a fast, efficient, and polite manner, takes cash, meal cards, and credit cards and other forms of payment, giving correct change, examines meal cards to verify customer identification. Counts register drawer and deposits to verify accuracy, verifies register readings. Completes all cashier forms accurately and completely. (D) Notifies supervisor of any necessary corrections on prices or meal accounts. (A/R) 		
IV	FUNCTION NAME SANITATION AND SAFETY	% TIME 10%	ESSENTIAL Yes
	RELATED TASKS <ul style="list-style-type: none"> Follows all department Food Safety policies and procedures. Cleans and maintains working areas to include any or all of the following: equipment, production areas, dining room, service area, storeroom, refrigerated areas, restrooms, and loading docks. (D) Scrapes dishes and pots, loads and unloads, fills and maintains dish machine. (D) Stores clean pots, dishes and silver. (D) Stores and uses leftovers according to established food handling standards. (D) Operates all kitchen equipment in accordance with OSHA and E&HS safety standards. (D) Secures doors and windows according to instructions. (D) Periodically inspects section's equipment for repairs and provides input to management for replacement of old equipment and new equipment needs. (M) 		
V	FUNCTION NAME INVENTORY CONTROL	% TIME 10%	ESSENTIAL Yes
	RELATED TASKS <ul style="list-style-type: none"> Places and submits online and phone orders according to set par levels. Receives, stores, and tracts food, supplies and equipment. (D) Utilizes transfer documents to requisition food product, supplies and equipment. (D) Responsible to take consistent accurate weekly inventory of assigned section. (W) Maintains accurate records of product prepared for service records. (D) Maintains service records for monthly and weekly sectional operations report. Utilizes data to make recommendations to manager based on reports. (W)(M) 		
VI	FUNCTION NAME GENERAL JOB EXPECTATIONS	% TIME 0%	ESSENTIAL No
	RELATED TASKS <ul style="list-style-type: none"> Clocks in on time. (D) Does not leave early or stay late without approval. In case of an unavoidable absence, notifies office manager or supervisor two hours before scheduled work shift. (A/R) Maintains good personal hygiene. (D) Ability to stand for up to four hours in either an indoor or outdoor setting. (D) Related duties as necessary and within the scope of tasks related to the Lead Food Service Worker position. (D) Participates in an ongoing training program to include safety, sanitation, all staff programs and other topics specific to the position. (A/R) 		
Knowledge, Skills and Abilities			
	DESCRIPTION	IMPORTANCE	
A	Demonstrated initiative to: 1) identify unit level problems and/or needs; 2) develop solutions and/or needs proposals; 3) and implement action plans with limited assistance and input.	Required	
B	Writing skills to communicate procedures, evaluations, and recommendations to management.	Required	
C	Skill and background in culinary arts, with skill as a cook, and skills in food creativity.	Required	
D	Skill and ability to handle stressful situations, multiple deadlines, and difficult people in a calm professional manner.	Required	
E	Knowledge and ability to effectively utilize employees and equipment in daily routines as well as unforeseen	Required	

	emergencies.	
F	Skill to interact and communicate positively with other staff, and customers.	Required
G	Demonstrated organizational skills to effectively manage time.	Required
H	Knowledge and skill in teaching and delegating of tasks to subordinates, and effectively monitoring and evaluating their performance.	Required
I	Basic computer knowledge and skills to (1) perform data entry of usage and waste tracking into online database (2) complete daily shift reports via email to unit management and/or supervisor.	Required

Environment

PHYSICAL ACTIVITIES

Standing: Constantly	Crawling: Never	Bending: Occasionally	Walking: Constantly
Climbing: Never	Kneeling: Occasionally	Sitting: Occasionally	Reaching: Frequently
Balancing: Constantly	Seeing: Constantly	Keying: Frequently	Feeling: Constantly
Talking: Frequently	Hearing: Constantly	Handling: Constantly	Lifting 0-20 lb: Constantly
Lifting 20-50 lb: Constantly	Lifting 50+ lb: Frequently	Carrying 0-20 lb: Frequently	Carrying 20-50 lb: Frequently
Carrying 50+ lb: Frequently	Pushing 0-20 lb: Occasionally	Pushing 20-50 lb: Occasionally	Pushing 50+ lb: Occasionally

MENTAL ACTIVITIES

Reading: Frequently	Writing: Frequently	Calculating: Frequently
Communicating Orally: Constantly	Reasoning: Constantly	Analyzing: Frequently

ENVIRONMENTAL CONDITIONS

Confined Areas: Occasionally	Exposed to Weather: Occasionally	Noise Exposure: Frequently
Vibrations: Occasionally	Extreme Temperatures: Frequently	Potential Hazards: Occasionally
Fumes/Odors/Mists/Dusts: Frequently	Potential Allergens: Frequently	Work Inside: Constantly
Work Outside: Occasionally	Other:	

Signatures for Printed Copy

A. SAFETY

Based on Labor Code Section 6401.7 it is expected that all employees know and practice all appropriate safety methods and procedures.

B. PAYMENT OF OVERTIME

If this position is designated as eligible for premium overtime and is not subject to any collective bargaining agreement, overtime may be paid by either compensatory time off or cash at the option of the department, unless agreement to this effect is not reached, in which case pay shall be provided.

EMPLOYEE'S SIGNATURE

I certify that the above description is correct, complete and describes my job as I understand it.
I have read both the Safety and Overtime Payment statements.

Employee's Signature: _____ Date: _____

SUPERVISOR'S / DEPARTMENT HEAD'S SIGNATURES

I have reviewed the job description and the above statements and certify to their accuracy.

Supervisor's Signature: _____ Date: _____

Dept. Head's Signature: _____ Date: _____

Document Number J317-0489