

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Senior Food Service Worker

Unit: Food Service

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Job Code: K2105
Original Date: 03/1997
Last Revision: 10/2015
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 13

DEFINITION

All Food Services staff are responsible for maintaining effective customer service levels and contributing to the ongoing profitability of ENTERPRISE GROUP operations. Under the direction of a Food Services Supervisor or Lead Food Service Worker, responsible for providing high quality customer service, support and/or direction for a satellite operations, or support and/or direction of a food production area of the overall site operation; train and direct staff.

DISTINGUISHING CHARACTERISTICS

The Senior Food Service Worker classification requires a greater range of skills and abilities than that of a Food Service Worker. Incumbents have accountability for a major department within a kitchen operation, snack bar operations, convenience store, concession stand or other ENTERPRISE GROUP operation. This classification is responsible for the administrative functions, training and food production as required for a food concept or satellite operation.

EXAMPLE OF DUTIES

1. Open, operate and close out cash registers according to ENTERPRISE GROUP established cash handling procedures. Count out cash drawer(s) and prepare deposit slip(s).
2. Organize workflow within a designated food production area so that food is prepared on time and in accordance with the established menu and recognized food safety and sanitation practices. Organize workflow within a satellite unit so that operation runs smoothly, efficiently, and meets the needs of the customers.
3. Taste and evaluate finished food products for flavor, taste, texture, and eye appeal; may exercise the prevention of serving sub-standard or poor quality food items.
4. May delegate some food production tasks in their assigned area/concept to subordinate employees with sufficient training to complete the task. May delegate some functions (such as operating the espresso machine, or taking inventory) to subordinate staff members in satellite operations.
5. Train/Instruct food service personnel on proper service of food items in the concept or satellite.
6. May provide direction, instruction and/or training to Food Service personnel in the absence of a Lead Food Service Worker or Supervisor, or as requested by management.
7. Complete and submit food transfers and requisitions on a daily basis or as needed.
8. Inform Food Service Stock Clerk of food and supply requirements prior to need so that product is available when needed.
9. Learn Eatec Physical Inventory methods including setting up inventory sheets, taking a physical inventory and entry/extension of completed inventory.

10. Consult with same shift and subsequent shifts' Senior Food Service Workers to work as a team in order to ensure that the concept or satellite has the appropriate and sufficient food, supplies and materials on hand at all times for optimal service.
11. Clean and maintain production equipment, including reporting equipment problems or breakdown.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Proper cooking methods such as baking, broiling, roasting, sautéing, braising, boiling, stir-fry, grilling, deep-frying.
- Accurate record keeping.
- Basic retail sales.
- Eatec computer systems and software for Transfers and Requisitions process and Physical Inventory methods.
- Effective communication and interpersonal skills emphasizing tact, patience and courtesy.
- Inventory control.
- Proper cash register and cash handling and control procedures and practices.
- Proper food safety, sanitation and handling practices.
- The care and use of standard kitchen appliances, equipment and utensils.
- Weights, measures and volumes used in standard food service production.

Skills and Abilities:

- Accurately Assess/Determine food and supply requirements for their concept or satellite.
- Effectively and politely resolve customer issues, complaints and or questions as they arise.
- Basic Computer skills including POS systems and spreadsheet data applications.
- Follow standardized recipes and make the calculations necessary to increase or decrease recipe amounts.
- Give clear and concise verbal instructions to other food production employees.
- Maintain records.
- Make accurate mathematical calculations
- Operate and basic troubleshoot electronic POS cash register and maintain cash control procedures and practices.
- Prepare large quantities of food while maintaining the taste, flavor and integrity of the food products.
- Properly use and maintain all food service equipment and appliances.
- Recognize, report and or correct food equipment and/or facility safety and sanitation problems or hazards.
- Understand and follow verbal and written instruction.

Training and Experience:

- Any combination of training and experience equivalent to: completion of six units of course work related to food service quality, quantity, sanitation, and portion control, or two years of increasingly responsible food service experience

WORKING CONDITIONS

Physical Requirements:

Category II

Environment:

Moderate extremes, some exposure to less desirable conditions.