Tiger Cooler Evening Supervisor (9 Month)

POSITION SUMMARY

Reporting to the Associate Director of Campus Dining and the Tiger Cooler Evening Service Coordinator, supervises food production and customer service at the Tiger Cooler. Responsible for the supervision of regular and student employees. Communicates with staff and suppliers, assists with ordering and in controlling food cost. Maintains high standards for food appearance, preparation, sanitation and safety, cash handling and record keeping. Fosters positive customer relations.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

1. Supervises the staff on duty at the Tiger Cooler. Trains employees in proper procedures. Handles immediate issues as they arise, following department and College policies and practices. Enforces the College’s Rules of Conduct and Performance. Takes verbal disciplinary action. Makes recommendations for further disciplinary actions and assists with follow-through.

2. Coordinates the production and service of food products for the Tiger Cooler on a given shift (usually evening). Ensures that all food is produced in an efficient, timely manner, and within established quality standards. Ensures that all employees use standardized recipes.

3. Maintains high standards for food appearance, preparation, sanitation and safety. Ensures staff compliance with Department of Health Services, ServSafe and department policies for food safety and workplace sanitation. Ensures that all equipment is stored, operated and maintained in compliance with Department of Health Services policies.

4. Performs all duties in a safe manner. Ensures staff, guest, food equipment and facility safety at all times. Takes positive action to prevent work related accidents and injuries. Trains employees in safe work place practices. Reports any safety hazards. Makes suggestions for workplace safety improvements. Suggests and implements modified work duties to accommodate employees with work restrictions resulting from work related injuries when necessary.

5. Assists with food ordering for the Tiger Cooler. Coordinates orders with staff and suppliers as needed, directly and via FSS Software. Maintains procedures for controlling food cost by maximizing appropriate usage of food. Assists in the development and updating of Tiger Cooler menu items.


7. Assists or supervises as needed due to absences or fluctuating workload, including cashiering, counter, hot/cold food production and/or the Berkus Hall Coffee Cart.

8. Interacts with customers. Answers questions, solves problems and enforces policies. Fosters positive customer relations. Presents a professional image.
9. Oversees the interior & exterior dining spaces. Maintains the orderliness and cleanliness of the dining areas. Ensures that set ups for events are completed, and that furniture is returned to proper location at close of business or following events.

10. Contributes to a positive and cooperative work environment. Assists other team members with major campus events, catering, theme meals, special projects and peak workload periods. May be reassigned to work in the JSC Kitchen or Marketplace, the Coffee Cart and in Events Services as needed.

QUALIFICATIONS

- Minimum of 2 years supervisory experience in a fast paced food service environment.
- A culinary degree is preferred, or a combination of culinary education and cooking experience.
- Must obtain ServSafe Manager level certification within probationary period and maintain certification at all times.
- College or university experience preferred.
- Bachelor’s degree or culinary degree highly desirable.
- Must be able to organize time & work effectively in a busy environment.
- Must be able to lift at least 30 pounds and be able to tolerate the physical requirements of frequent walking, extended bending and repetitive motion.
- Requires the ability to operate a point of sale register & accurately balance cash.
- Must be familiar with office technology and able to work with food service technology applications. CBORD FSS experience highly desirable.
- Must have excellent customer service skills & maintain a clean & orderly appearance.
- Must be able to read, write & converse fluently in English.
- Must be able to work effectively within a diverse community of students, employees, faculty, staff and others.

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to coolers@oxy.edu and resumes@oxy.edu.

Satisfactory completion of a background check is required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.