



SERVICE SUPERVISOR (9 MONTHS)

Campus Dining

POSITION SUMMARY

Reporting to the Associate Director of Campus Dining, supervises food production and customer service at the Campus Dining Operations. 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. Trains employees in proper procedures and handles immediate issues as they arise, following department and College policies and practices. Enforces the College's Rules of Conduct and Performance. Makes recommendations for further disciplinary actions and assists with follow-through.
2. Coordinates the production and service of food products on a given shift. 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 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. Coordinates orders with staff and suppliers as needed. Maintains procedures for controlling food cost by maximizing appropriate usage of food.
6. Monitors cashiering and cash handling functions. Investigates discrepancies. Enforces policies.
7. Assists or supervises as needed due to absences or fluctuating workload, including cashiering, counter, hot/cold food production.
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, 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 resumes@oxy.edu.

ADDITIONAL INFORMATION

Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College's strategic equity and justice goals and those from groups that are underrepresented in the field are particularly encouraged to apply.

Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes: excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit <https://www.oxy.edu/offices-services/humanresources/benefits-information>.

All qualified applicants will be considered for employment, 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.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources (hr@oxy.edu).

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are 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.