

## Dining Services Assistant

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**Department:** Administrative Services

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Work Schedule:**

**Job Status:** Full Time

**Reports To:** Dining Services Director

**Amount of Travel Required:** Minimal Travel Required

**Positions Supervised:** Dining Services Aides

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Position Summary

The Dining Services Assistant is responsible for assisting the Dining Services Director in all aspects of the food service operations to promote customer satisfaction and to maximize profitability. Duties of this position include: ensuring food is professionally prepared and served, supervising dining service aides, providing exceptional customer service, opening and closing facility, and coordinating catering services. This position may also be responsible for custodial and maintenance duties on campus during summer months and school breaks.

#### Essential Functions Statement(s)

- Assist Director in all aspects of the food service operations to promote customer satisfaction and to maximize profitability.
- Assist Director with managing department's financial affairs effectively, ethically, and innovatively within the constraints of approved budget.
- Monitor Dining Service activities to ensure that the food produced is professionally served.
- Collaborate with Miles Community College staff to provide accommodations for meetings and special events.
- Assist the Director in training, supervising, monitoring, and evaluating Dining Service Aides.
- Promote effective communication between Dining Service staff, customers, students, and staff.
- Inspect Dining Service equipment to ensure safe and proper operation.
- Responsible for basic food preparation and cooking.
- Provide excellent customer service.
- Responsible for clean up and sterilization of facility.
- Monitor operations to ensure proper portions are served.
- Monitor and maintain inventory to ensure proper placement, quantity, quality, and freshness of product.
- Responsible for closing out daily till in absence of Director.
- Responsible for opening and closing facility in absence of Director.
- Coordinate catering services by working collaboratively with Community Outreach Coordinator.
- Responsible for custodial and maintenance duties on campus during summer months and school breaks.
- Other duties assigned.

## POSITION QUALIFICATIONS

### Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.  
Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.  
Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

**SKILLS & ABILITIES**

**Education**

High School Graduate or General Education Degree (GED)

**Experience**

One to three years of food service work.

**Computer Skills**

Basic computer knowledge

**Other Requirements**

Basic knowledge of the applicable professional and governmental standards and regulations on institutional food service. Strong communication and interpersonal skills that will ensure good public relations with customers, students, and the community are highly esteemed. Effective leadership and organizational skills are highly preferred. Must be able to work independently and collaboratively to meet food service and campus wide objectives. ServSafe Certified

**WORK ENVIRONMENT**

Must be able to stand for long periods of time. Occasional lifting of objects up to 50 pounds.

**REVIEWED BY** (SUPERVISOR SIGNATURE) \_\_\_\_\_ **DATE** \_\_\_\_\_

**REVIEWED BY** (EMPLOYEE SIGNATURE) \_\_\_\_\_ **DATE** \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.