

# METRO

## Classification Description

**Title:** Food Service/Retail Specialist

**Job Code:** 0006

**Pay Range:** 07N

**FLSA Status:** Non-exempt

**Bargaining Unit:** AFSCME 3580

**Established:** July 1991

**Revised:** 2007

### **Classification Summary:**

Assist with planning, organizing and implementing a variety of food service or retail operations for the Oregon Zoo.

### **Supervision Received:**

Supervision is received from a Food Service Supervisor.

### **Supervision Exercised:**

Act as a lead over Visitor Service Workers and volunteers.

### **Distinguishing Features:**

Not applicable

### **Essential Functions:**

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform. Duties specific to food service or retail will be performed by the Specialist for that specialty assignment or area.

1. Trains new employees. Serves as lead for the daily activities of assigned staff. Schedules staff to meet operational needs. May recommend corrective action to Coordinator.
2. Provides input to Coordinator for product sales, costs, marketing, trends, supplies, improvements, repairs, menu modifications, operational and personnel procedures.
3. Oversees and performs site cash handling. Verifies cashiers and reconciles outages.
4. Ensures site(s) are adequately supplied. Reconciles paperwork associated with ordering and receiving from both internal and external suppliers.
5. Assists with planning, organizing and executing special events.
6. Assists the coordinator with sales or event sales data and labor control statistics.
7. Provides quality customer service. Maintains service standards. Handles customer complaints.

# METRO

## Classification Description

### **Secondary Functions:**

1. Performs other duties as assigned.

### **Job Specifications:**

High school diploma or G.E.D. and two years of experience in a related field; or any combination of education and experience that provides the candidate with the knowledge, skill and ability required to perform the duties of the position.

### **Knowledge, Skills and Abilities:**

1. Knowledge of food preparation and service techniques, materials and equipment
2. Knowledge of product costs, marketing and site operations
3. Ability to direct the activities of subordinates and to train and motivate staff
4. Ability to communicate effectively, both orally and in writing
5. Ability to maintain a moderately complex inventory, sales and recordkeeping system
6. Ability to establish and maintain effective working relationships with other employees, supervisors, subordinates, vendors and the general public
7. Ability to provide quality customer service
8. Possession of, or ability to obtain, a valid OLCC permit if working in food or wine and beer service
9. Possession of, or ability to obtain, a Multnomah County Food Handler's card if working in food or wine and beer service

### **Working Conditions:**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position may require frequent or continuous periods of standing, walking, talking, reaching, feeling, repetitive motions of the hands/wrists, bending, grasping, handling, and good general hearing. May also require occasional stooping, sitting, kneeling and the ability to lift up to 75 pounds, carry up to 50 pounds, and to push or pull up to 400 pounds using a hand truck or rolling cart.