

Title: Servers

Job Code: 4060

Pay Range: 410

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: Sept. 2014

Revised: Dec. 2014; March 20, 2015

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Perform responsibilities that include serving duties in addition to food prep, food service and delivery, opening and closing duties, and event clean up and dishwashing.

Positions in this classification include Catering Server and Concert Food and Beverage Crew Beer and Wine Server and Concession Server.

DISTINGUISHING FEATURES

Server classification is distinguished by the performance of duties that require a higher-level of customer service, independent work ability and restaurant experience than other food-related classifications.

DUTIES AND RESPONSIBILITIES

1. Assists with set-up and tear down of food and beverage/wine locations, and banquet/events. Set-up includes setting up tables, chairs and linens; turning on equipment and checking supplies. Tear down includes turning off and cleaning equipment and work areas; ensuring alcoholic beverages are appropriately stored and locked; and preparing area for next day's business.
2. Takes orders from customers and serves food; may be assigned multi-course plated dinners, which involves carrying 6-8 meals on a tray at a time.
3. Receives money and operates a cash register. Counts money and deposits it.
4. Serves alcoholic beverages, which may include corking large amounts of wine bottles in a safe, responsible and conscientious manner. Checks identification per policy.
5. Observes guests and monitors alcohol consumption; looks for minors who are consuming alcoholic beverages and prevents visibly intoxicated persons and minors from consuming alcoholic beverages. Notifies management of incidents involving excessive alcohol consumption or impaired condition of guests.
6. Performs duties of Food Service Worker 1 and 2 as necessary, which may include cashiering, basic food prep, stocking, bussing, and cleaning and sanitizing duties.
7. Works independently and with a group.
8. Answers questions from the public about the location of zoo exhibits, facilities, upcoming zoo events and about zoo regulations and rules.
9. Follows all food safety and personal hygiene practices related to food safety.
10. Follows all recycling procedures and policies.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

Per child labor law, employees must be:

- Must be at least 18 years of age to operate, repair or clean power-driven food slicers, grinders and choppers; bakery machines; and commercial mixers
- Servers assigned to Concert Food and Beverage Crew must be at least 21 years of age and OLCC Certified

- Experience serving food and/or beverages in a banquet or off-site catering setting
- Customer service experience
- Must have ability to obtain a Multnomah County Food Handler's Permit at the time of employment (upon hire)
- Servers assigned to Concert Food and Beverage Crew must have ability to obtain an OLCC permit at the time of employment
- Concert Food and Beverage Crew requires a valid OLCC permit
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Preferred:

- Experience serving in a restaurant, hotel or catering setting
- Cashiering experience
- Culinary school training

Knowledge, Skills and Abilities:

- Friendly and outgoing with excellent hospitality skills; maintain a positive and professional manner through duration of shift
- Safely operate food service tools and equipment
- Excellent organizational skills and keen attention to detail
- Read instructions and perform routine math calculations with accuracy
- Receive money and operate a cash register; count money and deposit
- Work multiple shifts including, days, evenings, weekends and holidays
- Anticipate guest needs and provide excellent customer service
- Deal courteously with the public and to develop and maintain harmonious working relationships with other employees
- Complete work efficiently and in the prescribed manner following a brief training period
- Understand and follow oral and written instructions
- Flexible; adjust to varying work environments, job tasks, and methods of instructions
- Self-motivated; independently make decisions and exercise good judgment
- Organize one's time to efficiently complete work
- Lift up to 25 pounds frequently and up to 50 pounds occasionally
- Work outdoors in heat, cold and inclement weather
- Stand for long periods of time on a hard surface
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Reports to Service Supervisor, but primarily receives daily task assignments from assigned lead

SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees

RELATIONSHIPS/CONTACTS

Employees work both independently and in a group environment working with other employees in food services and with the public

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Basic and specialized kitchen and restaurant equipment, cleaning equipment and point of sale registers

Gloves, masks and other personal protective devices and equipment may be required while performing some tasks

WORK ENVIRONMENT

Duties may be performed under various conditions, both indoors and outdoors. Frequent standing and lifting of 25 pounds; up to 50 pounds occasionally. Schedules typically include evenings, weekends and holidays.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.