

Title: Food Service Worker 1

Job Code: 3001/4040

Pay Range: 299/401

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: Sept 2014; Dec 2014

Revised: NA

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Support kitchen, restaurant, picnic and banquet operations, with a variety of tasks, including basic food prep, food service and delivery, opening and closing duties, bussing, kitchen clean up and dishwashing, and customer service.

Positions in this classification include Restaurant Workers [such as grill cooks, prep cooks (basic), baristas and bussers/runners] and Dishwashers.

DISTINGUISHING FEATURES

The Food Service Worker 1 classification is distinguished by the performance of entry-level duties requiring little to no experience.

DUTIES AND RESPONSIBILITIES

1. Prepares food service locations for opening; turns on equipment, checks supplies and starts preparation of some foods.
2. Operates quick food and concession-style equipment, including grill, burger broiler, popcorn and cotton candy makers, espresso machines, deep fat fryer and other related equipment.
3. Assists and serves food to customers in restaurant locations.
4. Prepares or assists with preparation of food accurately and efficiently according to established specifications in an a la carte environment.
5. Prepares or assists with basic preparation of catering menu items from recipes accurately and efficiently.
6. Operates food preparation and operations equipment following all safety guidelines.
7. Meets food preparation timelines.
8. Maintains clean and orderly work areas and equipment, including supply of dishes, glassware, utensils, etc. for all locations.
9. Cleans and sanitizes work tables, walls, refrigerators, cutting boards, pots, pans, dishes, glassware, utensils, etc.; ensures dish machine is at proper sanitizing level.
10. Sweeps and scrubs restaurant floors using a mop or scrubber.
11. Restocks catering and food areas; ensures cooking line is fully stocked with service ware, including paper and food products.
12. Performs bussing duties; removes dirty/used dishes and service ware from tables.

13. Breaks down and cleans up after banquet functions and daily restaurant business. Closes down food service locations; turns off equipment, cleans equipment and work areas, and prepares area for next day business.
14. Keeps garbage area clean. Monitors trash, recycling and compost levels and removes when needed throughout the shift and at the end of the shift; breaks down and sorts recyclables.
15. Maintains employee break room; removes, washes and returns all dirty dishware and ensures area is swept, mopped, cleaned and sanitized.
16. Works independently and with a group.
17. Answers questions from the public about the location of zoo exhibits, facilities, upcoming zoo events and about zoo regulations and rules.
18. Follows all food safety and personal hygiene practices related to food safety.
19. 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:

- At least 16 years of age to cook with an open flame grill, manual fryer, broiler, or surface or oil more than 100 degrees; or use pizza, bakery or convection ovens
- 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

- Must have ability to obtain a valid Multnomah County Food Handler's Permit at the time of employment
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Preferred:

- Experience preparing and/or serving quick food specialty items
- Customer service experience

Knowledge, Skills and Abilities:

- Read instructions and perform routine math calculations with accuracy
- Work multiple shifts including, days, evenings, weekends and holidays
- Safely operate food service tools and equipment
- 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 10 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 checks 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, such as grill, burger broiler, popcorn and candy makers, espresso machines, deep fat fryer and dish machine as well as cleaning equipment and supplies, such as mops, scrubbers and sanitizing equipment.

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 10 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.