



Title: Food Service Worker 2

Job Code: 3002/4050

Pay Range: 300/404

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: Sept. 2014; Dec. 2014

Revised: NA

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Support kitchen and restaurant/picnic/banquet operations with a variety of moderate-level tasks, including cashiering and customer service in addition to advanced food prep, food service and delivery, opening and closing duties, and kitchen clean up and dishwashing.

Positions in this classification include kitchen staff such as Cooks, Prep Cooks (advanced), Food Safety Workers, and Cashiers.

DISTINGUISHING FEATURES

The Food Service Worker 2 classification is distinguished by the performance of higher-level duties, which require a higher-level of customer service, independent work ability and restaurant experience.

DUTIES AND RESPONSIBILITIES

1. Assists with set-up and tear down of food and beverage/wine locations, and banquet/events. Set up includes sets up tables, chairs and linens; turns on equipment and checks supplies. Tear down includes turns off and cleans equipment and work areas; ensures alcoholic beverages are appropriately stored and locked; and prepares area for next day business.
2. Takes orders from customers and serves food.
3. Receives money and operates a cash register; counts money and deposits it.
4. Prepares menu items from recipes accurately and efficiently meeting food preparation timelines and standards. Assists chef and sous chefs ensuring that recipe, presentation and quality standards are consistently followed; in development and constant monitoring and use of cleaning lists/schedules in catering and kitchen areas; and research, development, and standardization of new menu items and new menus.
5. Monitors and records aspects of food safety and sanitation, such as taking and recording food temperatures.
6. Performs duties of Food Service Worker 1 as necessary, which may include 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:

- 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
- Employees assigned to concert crew must be at least 21 years of age and OLCC Certified
- Experience preparing and/or serving quick food specialty items
- One year of customer service experience
- Must have ability to obtain a Multnomah County Food Handler's Permit at the time of employment (upon hire)
- Must have ability to obtain an OLCC permit at the time of employment (upon hire)
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Preferred:

- Experience in a commercial/restaurant kitchen
- 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 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, 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.