



Title: Food Service Worker 3
Job Code: 3003/4070
Pay Range: 303/413
FLSA Status: Non-Exempt

Employee Group: LIUNA 483
Established: Sept. 2014; Dec. 2014
Revised: NA
EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Serve in a lead role over a team of Food Service Workers and/or Servers. Perform duties of Food Service Worker 1 and 2 and/or Servers and assist with scheduling, work assignments and ensuring work meets quality standards. In collaboration with supervisor, address quality issues, coordinate operations with other departments, and respond to problems.

Positions in this classification include Catering Lead, Concert Crew Lead, Lead Cook and Restaurant Lead.

DISTINGUISHING FEATURES

Serve in a lead capacity. Lead duties typically include new employee orientation regarding work assignments, and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance. Assist with scheduling, assigning and overseeing work.

DUTIES AND RESPONSIBILITIES

1. Assists with scheduling and prioritizing duties and responsibilities ensuring employees take breaks; monitor and report hours worked.
2. Provides training and direction on work assignments, procedures, equipment and quality/safety standards. Assists with monitoring assignments to ensure completeness and quality. Communicates performance issues to supervisor.
3. Performs physical inventories as needed or directed; may input inventories into system as needed.
4. Ensures opening and closing duties are properly performed and that employees and locations are ready on time. Inspects and ensures all equipment and supplies are cleaned, in working order, and returned to designated areas and prepared for next use. Responds to facility and equipment problems and safety issues. Reports major issues to supervisor.
5. Keeps records; assembles information and/or documentation of work area as needed.
6. Ensures compliance with applicable laws, Metro policies and procedures, and collective bargaining agreements as appropriate at direction of the supervisor.
7. Makes suggestions for process improvements related to assigned area.
8. Responds to emergency situations as needed.

9. Performs duties of Food Service Worker 1 and 2 and Servers as necessary, which may include basic food prep, stocking, bussing, cleaning and sanitizing, cashiering, customer service, and serving duties.
10. Works independently and with a group.
11. Answers questions from the public about the location of zoo exhibits, facilities, upcoming zoo events and about zoo regulations and rules.
12. Follows all food safety and personal hygiene practices related to food safety.
13. 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:

- Must be 21 years of age
- Experience preparing and/or serving quick food specialty items (at least one year of experience preferred)
- Experience leading and directing employees or similar higher-level, increasing responsibilities on the job (at least six months of experience preferred)
- Customer service experience
- Cashiering 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 leadership position
- Experience in a commercial/restaurant kitchen
- Culinary school training

Knowledge, Skills and Abilities:

- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines
- Work independently, be self-directed and work as a member of a team; independently make decisions and exercise good judgment
- Build and maintain collaborative, working relationships
- Effective communication; understand and follow verbal and written instructions at a level sufficient to perform the essential functions and produce clear documentation
- Perform physical inventories and do basic data input into a software system
- Read instructions and perform routine math calculations with accuracy
- Receive money and operate a cash register; count money and deposit
- Safely operate food service tools and equipment
- Work multiple shifts including days, evenings, weekends and holidays
- Anticipate guest needs and provide excellent customer service
- 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
- Work assigned schedule (if applicable); exhibit regular and predictable attendance
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- 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. Direction received from a Service Supervisor or Food Service Specialist.

SUPERVISION EXERCISED

Leads the work of Food Service Workers. Lead duties only; no supervisory responsibilities as defined in *ORS 243.650(23)*.

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.