**P3: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance
* Alter the order in which work or a procedure is performed
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice
* May specifically supervise several student employees

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes
* Serves as the advanced resource to whom more junior employees go to for technical guidance

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations
* Issues are regularly varied
* Problems tend to be technical or programmatic in nature

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds
* Most of the obstacles, issues or concerns encountered require considering alternative practice or policy interpretation

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards
* Incumbents have an indirect impact on a larger action or process; such as serving as a single component in an approval process, where the process is “owned” by a different work unit
* May be designated to guide or organize the work of several student employees within the unit

**Job Template**

**GENERAL SUMMARY**

Oversees menu service, inventory ordering, cooking, and cleaning of assigned dining hall. Ensures safe and sanitary conditions and maintains the department’s standards of customer service.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the limited supervision of a supervisor or manager. Serves as lead worker to employees who perform similar functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Assists in operating and maintaining an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Supervises production and maintenance operations in assigned dining hall(s) or other food production area(s).
* Leads the work of assigned personnel, including creating work schedules, prioritizing tasks, and providing guidance.
* Oversees computerized food waste tracking system; trains staff in its usage.
* Conducts training programs for Dining Service employees. Participates in evaluating training needs.
* Participates in planning menus and providing nutrition education for students. Develops and updates product specifications.
* Assists in ordering food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
* Maintains appropriate records, including financial and student personnel records. Prepares information and/or reports as required.
* Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities.
* Assists in promoting Dining Services program(s).
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Three years of related experience.
* ServeSafe Certification

**COMPETENCIES**

**Knowledge of:**

* Proper cleaning and sanitation techniques
* Food ordering and inventory control
* Menu planning, quantity food preparation, and service
* Food service equipment and maintenance
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Monitor and maintain food service facility and equipment
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Create charts or spreadsheets for work related projects
* Maintain accurate financial and service records
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management