



Guest Services Representative (Union Only) Job Description

JOB INFORMATION

| | |
|-------------------|---|
| Job Code: | 143113 |
| Job Title: | Guest Services Representative (Union Only) |
| FLSA Status: | Non-Exempt |
| Supervisory: | May oversee student, temporary and/or casual workers. |
| Job Family: | Food Service (Union) |
| Job Family Group: | Auxiliary Services 1 |
| Management Level: | 7 Individual Contributor |

JOB SUMMARY

Provides customer service to faculty, staff, students and other customers. Maintains cleanliness of facilities, equipment, and servicewear. Supports food production and delivery of customer service as directed.

JOB QUALIFICATIONS:

Education

| Req | Pref | Degree | Field of Study |
|-----|------|---------------------------|----------------|
| X | | Less than high school | |
| | X | High school or equivalent | |

Additional Education

Check here if experience may substitute for some of the above education.

| | |
|--------------------------|---|
| <input type="checkbox"/> | Combined experience/education as substitute for minimum education |
|--------------------------|---|

Work Experience

| Req | Pref | Work Experience | Experience Level |
|-----|------|-----------------|------------------|
| X | | <1 year | |
| | X | 1 year | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

| | |
|--------------------------|---|
| <input type="checkbox"/> | Combined experience/education as substitute for minimum work experience |
|--------------------------|---|

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Demonstrated customer service experience. |
| X | | Experience working in a fast-paced working environment. |
| X | | Ability to effectively communicate in English. |
| X | | Ability to lift up to 50 lbs. |
| | X | Experience in a high-volume fast food restaurant/hotel or other food service operation. |

Licenses

| Req | Pref | License(s) |
|-----|------|---|
| X | | Must obtain electric cart certification. |
| X | | Valid California State Driver's License may be required. |
| X | | Must successfully complete ServeSafe certification. |
| X | | Must have valid California Food Handler Card or obtain card within first 30 days of hire. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Provides customer services to faculty, staff, students and guests. Meets and greets guests. Provides necessary information to guests. | | | | |
| Maintains the cleanliness of the facilities, equipment, and servicewear. | | | | |
| Assists in set-up and break-down of dining room, serving area, buffets, coffee stations, and product displays. | | | | |
| Stocks and maintains all supplies, food items, and utensils. | | | | |
| Provides basic hot and cold food and beverage preparation service. | | | | |
| Serves food and beverages to customers. | | | | |
| Assembles and packages food and beverage products. | | | | |
| Interprets and executes directions and requests on Banquet Event Order forms. | | | | |
| Provides basic audio-visual service and support. | | | | |
| Opens and closes facilities as required. | | | | |
| Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures. | | | | |
| Adheres to department service standards and to all health, safety and university rules and regulations. | | | | |
| Attends and participates in meetings as required. | | | | |
| Reports to station, ready to work at the time work assignment is scheduled to begin. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|--|--|------------|---|
| | In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/ |
| Campus Security Authority (CSA) | | | Essential: |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | | | No |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.