



USC University of
Southern California

Food Service Shift Leader (Union) Job Description

JOB INFORMATION

<i>Job Code:</i>	143210
<i>Job Title:</i>	Food Service Shift Leader (Union)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May lead one or more employees performing similar work.
<i>Job Family:</i>	Food Service (Union)
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Assists management in leading daily operations and activities at retail or residential dining venues, enhancing customer dining experience. Provides guidance and mentorship to all service employees. Leads, trains and deploys staff according to established standards. Provides support to senior management.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	

Additional Education

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

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	in customer service in a retail or restaurant environment.
	X	3 years	

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to learn quickly.
X		Excellent written and oral communication skills.
X		Experience in a retail environment.
X		Proven interpersonal skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven ability to build relationships and work as part of a team.
X		Ability to provide and receive immediate feedback, following standards based on established operating procedures.
	X	Experience leading the work of others.
	X	Demonstrated ability to mentor and train employees.

Other Job Factors

- Must be available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays.
- Must be able to successfully pass any certification process required by license partner(s) when applicable.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads activities of back-of-house and front-of-house staff. assigns tasks, oversees station deployment and maintains break scheduling. Assists in staff training, conducting training classes regarding safety, security, service standards and departmental procedures. Demonstrates techniques, proper equipment usage and procedures to employees.				
Provides guidance and assigns workloads according to standard operating procedures. Ensures all unit-specific standards and/or brand standards are maintained. Ensures unit meets all applicable food safety, health and sanitation regulations. Responds to requests from customers, supervisors or management in a timely manner.				
Provides customer service by guiding and working alongside staff in all stations, as needed. Prepares and coaches the preparation of food and beverages to standard recipes or customized for customers, adapting to recipe changes (e.g., temperature, quantity of ingredients, substituted ingredients). Responds to and tracks customer feedback.				
Handles point-of-sale products, pricing and new-item requests. Assists with administrative duties (e.g., placing and receiving orders, placing and tracking repair and maintenance orders) when needed. Assists in regular inventory maintenance as needed.				
Monitors and checks all opening, closing, and side-work checklist as assigned by the management. Communicates with management on challenges and success of daily operations.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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/>

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.