

POSITION DESCRIPTION

POSITION TITLE: Food Service Shift Supervisor

CREATED: October 13, 2014

SUPERVISOR'S TITLE: Food Service Manager

POSITION PURPOSE

Enthusiastically and professionally assist food service Manager in managing the Food Service operations and its employees.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- ▶▶ **Customer Service:** Responsible for leading the foodservice team in delivering the Zoo's four core values "Accountability, Innovation, Integrity and Respect while providing exceptional internal and external customer service.
- ▶▶ **Cash handling:** Maintains and monitors cash handling procedures. Works within established financial controls with Zoo Operations and Accounts Managers to ensure continued safe and ethical practices.
- ▶▶ **Staff:** Assist in accomplishing human resources objectives for the foodservice department by assisting in recruiting, selecting, orientating, training, assigning, scheduling, coaching, counseling, and disciplining staff, communicating job expectations and will also assist in planning, monitoring, appraising and reviewing job contributions while enforcing established policies and procedures of the VZS handbook. Assist in staff scheduling and monitoring payroll accuracy.
- ▶▶ **General Operations:** Support Food Service Manager by placing food and supply orders, receiving deliveries observing for proper inventory levels and assist with EOM physical inventory count. Assists in establishing and enforcing policy and procedures. Observe for proper equipment functionality and report maintenance issues and any other issues that may arise during shift and relay to management as needed.
- ▶▶ **Food Handling Standards:** Maintains safe and compliant health and legal regulations by maintaining clean foodservice facilities by establishing, following, and enforcing sanitation standards and procedures set by the Norfolk health department. Ensure each foodservice team member maintain a current Norfolk Health Department food handlers certification card on file.
- ▶▶ **Food Presentation:** Support Zoo Operations Manager and Food Service Manager in delivering consistent palatable and visually desirable food presentation by maintaining NCO (neat, clean & organized) facilities to internal & external clients.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

High School Diploma/GED, plus adequate experience

Qualifications

- » At least 3 years of food service and customer service experience
- » Good problem-solving, communication and interpersonal skills
- » Proficient in POS registers/back office, credit card terminals and equipment
- » Excellent ability to think logically prioritize and delegate responsibilities when necessary- effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Food Handlers certification

SALARY & BENEFITS:

Hourly wage to match qualifications.

Qualify for Health, Dental and Life insurance following 90 day probation.

POSITION DESCRIPTION

POSITION TITLE: Food Service Shift Leader

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Food Service Manager / Shift Managers

POSITION PURPOSE

Professionally oversee and assist a team of employees on an assigned work shift in performing all necessary general food operational duties.

Position requires weekend work schedule.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- ▶▶ **Customer Service:** Lead foodservice shift in delivering the Zoo's four core values "Accountability, Innovation, Integrity and Respect while providing exceptional internal and external customer service.
- ▶▶ **Cash handling:** Works within established financial controls of the Accounting Manager to ensure continued safe and ethical practices. Provide support to cashiers for an assigned shift, which includes following proper cash counting and reconciliation for opening, closing, as well as delivering bank deposits and getting change for cashiers as needed.
- ▶▶ **Staff:** Assist the foodservice management team in accomplishing human resources objectives for the foodservice department by supporting the management staff in training and ensuring daily tasks are being completed according to operation standards.
- ▶▶ **General Operations:** Open and Close a specified shift ensuring proper cleaning and operational tasks are performed daily. Support Food Service Management team by properly receiving deliveries, restocking of all storage and merchandising units according to established planograms. Assists in enforcing policy and procedures. Report improper equipment functionality, maintenance issues or any other issues that may arise during shift and relay to management as needed.
- ▶▶ **Food Handling Standards:** Maintains established safe and compliant health and legal regulations by enforcing sanitation standards and procedures set by the Norfolk health department.
- ▶▶ **Food Presentation:** Support Zoo Operations Manager and Food Service Manager in delivering consistent palatable and visually desirable food presentation by maintaining NCO (neat, clean & organized) facilities to internal & external clients.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

High school diploma or GED is acceptable.

Qualifications

- » At least 2 years of food service and customer service experience
- » Good problem-solving, communication and interpersonal skills
- » Proficient with cash registers, credit card terminals and restaurant equipment being utilized during shift.
- » Excellent communication skills, both verbal and written, to establish and maintain effective working relationships with staff, volunteers, and the public.
- » Excellent ability to think logically prioritize and delegate responsibilities when necessary- effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Excellent ability to handle multiple tasks simultaneously.
- » Current Food Handlers Card

WAGE

Starting at \$8.00 based on experience

POSITION DESCRIPTION

POSITION TITLE: Food Service Cook & Prep

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Food Service Manager / Shift Managers

POSITION PURPOSE

Professionally prep, cook and serve prepared items for food service customers on an assigned work shift.

Position requires weekend and some evening event or catering work schedule.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » Deliver the highest quality of food and customer service to both internal and external customers representing the organization's standards of employee conduct.
- » Maintain lobby and all customer areas
- » Receive, verify and properly store food, beverage, equipment and supplies.
- » Conduct opening and closing tasks for various foodservice facilities.
- » Prep efficient levels of catered and daily ingredients, salads and other food items.
- » Support Zoo Operations Manager and Food Service Manager in delivering consistent palatable and visually desirable food presentation by maintaining NCO (neat, clean & organized) facilities to internal & external clients.
- » Assist or lead in set-up, serving and breakdown of catered events and carts.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Have or Achieving High school diploma or GED

Qualifications

- » At least 2 years of comparable food preparation and customer service experience.
- » Good communication, organization, and interpersonal skills to establish and maintain effective working relationships with staff, volunteers, and the public.
- » Excellent ability to think logically, prioritize and demonstrate effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Current Food Handlers Card

WAGE

Starting at \$7.50 based on experience

POSITION DESCRIPTION

POSITION TITLE: Cashier

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Food Service Manager / Shift Managers

POSITION PURPOSE

Professionally serve food service customers and handle money on an assigned work shift.

Position requires weekend and some evening event work schedule.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » Deliver the highest quality customer service to both internal and external customers
- » Provide direction, answering questions, working with customers and representing the organization's standards of employee conduct.
- » Handle the store's cash for the assigned shift, which includes preparing registers for opening and closing.
- » Back-up lobby, prep and cook staff as needed.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Have or Achieving High school diploma or GED

Qualifications

- » At least 1 year of food service, customer service or volunteer experience
- » Good problem-solving, communication and interpersonal skills
- » Potential to be proficient with cash registers, credit card terminals and relevant restaurant equipment being utilized during shift.
- » Excellent communication skills that establish and maintain effective working relationships with staff, volunteers, and the public.
- » Excellent ability to think logically prioritize by demonstrating effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Current Food Handlers Card

WAGE

Starting at \$7.25 based on experience

POSITION DESCRIPTION

POSITION TITLE: Food Service Associate

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Food Service Manager / Shift Managers

POSITION PURPOSE

Professionally maintain dining and work areas, assist frontline as needed while delivering excellent customer service on an assigned work shift.

Position requires weekend and some evening event or catering work schedule.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » Deliver the highest quality of food and customer service to both internal and external customers representing the organization's standards of employee conduct.
- » Handle the store's cash for the assigned shift, which includes preparing registers for opening and closing.
- » Maintain lobby and all customer areas
- » Assist with receiving, verify and properly storing food, beverage, equipment and supplies.
- » Assist with conducting opening and closing tasks for various foodservice facilities.
- » Assist with set-up, serving and breakdown of catered events and carts.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Have or Achieving High school diploma or GED

Qualifications

- » At least 1 year of customer service experience
- » Good communication, organization, and interpersonal skills to establish and maintain effective working relationships with staff, vendors, volunteers, and the public.
- » Excellent ability to think logically prioritize responsibilities when necessary-effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Current Food Handlers Card

WAGE

Starting at \$7.25 based on experience

POSITION DESCRIPTION

POSITION TITLE: Gift Shop Shift Manager

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Gift Shop Manager

POSITION PURPOSE

Professionally oversee the Retail department's daily operations and employees on an assigned shift and support the Retail Manager in operational duties as needed.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- ▶▶ Assist in leading your team by delivering the highest quality customer service to both internal and external customers
- ▶▶ Provide direction, answering questions, working with customers and representing the organization's standards of employee conduct.
- ▶▶ Handle all cash procedures for an assigned shift, (prepare registers for opening and closing, prepare and deliver bank deposits and get change for cashiers as needed).
- ▶▶ Handle all daily operation functions (cashiering, target training, receiving merchandise deliveries, respond to and report maintenance issues and any other issues that may arise during shift and relay to management)

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

High school diploma or GED, plus adequate experience.

Qualifications

- ▶▶ At least 3 years of retail service and customer service experience
- ▶▶ Good problem-solving, communication and interpersonal skills
- ▶▶ Proficient with POS registers and back office, credit card terminals and restaurant equipment being utilized during shift.
- ▶▶ Excellent ability to think logically prioritize and delegate responsibilities when necessary- effective time-management skills.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings

WAGE & BENEFITS:

Starting at \$8.00 based on experience

POSITION DESCRIPTION

POSITION TITLE: Gift Shop Sales Associate

CREATED: February 11, 2015

SUPERVISOR'S TITLE: Gift Shop Manager / Shift Managers

POSITION PURPOSE

Professionally provide good customer service on an assigned work shift.

Position requires weekend, some evenings and holidays.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- ▶▶ Deliver positive communication, interpersonal, and leadership skills to both internal and external guest at all times.
- ▶▶ Provide direction, answering questions, working with customers and representing the organization's standards of employee conduct.
- ▶▶ Ability to operate cash register and credit card machine. Handle the store's cash for the assigned shift, which includes preparing registers for opening and closing. Assist with tagging, restocking merchandise, accepting deliveries and help keep store neat and tidy.
- ▶▶ Back-up cashier, floor associate, snack shack, and remote cart associates as needed.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Have or Achieving High school diploma or GED

Qualifications

- ▶▶ At least 1 year of cashier, money handling, customer service work or volunteer experience.
- ▶▶ Good problem-solving, communication and interpersonal skills
- ▶▶ Potential to be proficient with cash registers, credit card terminals and gift shop merchandise.
- ▶▶ Excellent communication skills, to establish and maintain effective working relationships with staff, volunteers, and the public.
- ▶▶ Excellent ability to think logically demonstrating effective time-management skills.
- ▶▶ Must be trustworthy; arrive to work on time, dedicated and reliable. Maintain a positive attendance record and to work a flexible schedule.

WAGE

Starting at \$7.25 based on experience