JMU Dining Services

POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Supervisor</th>
<th>Date:</th>
<th>7/2010</th>
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<tbody>
<tr>
<td>Reports To: (title)</td>
<td>Student Manager/Shift</td>
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<td></td>
<td>Manager/Manager/Director</td>
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<td>Location:</td>
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**Position Summary:** Describe the general purpose of the job or why the job exists.

Supervises and oversees student employees in the daily functions of the shop assigned.

**Essential Functions:** List the principal on-going responsibilities necessary to accomplish the purpose of the job.

1. Directs student employees in the performance of their duties.
2. Greets and serves customers in a courteous, efficient manner.
3. Assists in assigning student personnel duties.
4. Assists in training and supervising students in preparing meals, arranging foods, and serving customers.
5. Responsible for all duties associated with supervising the shop, including but not limited to, waste control, breaks, following safety and sanitation guidelines (ex: taking temperatures).
6. Works with Student Managers/Management team to ensure duties and responsibilities are clear and met.
7. Oversees opening and closing of shop.
8. Ensures replenishment of dining area items in a timely manner.
9. Knowledge of each concept in location and have the ability to move from one to another during a shift as needed.
10. Ensures all equipment is washed and cleaned along with food preparation areas to maintain the highest possible standards of sanitation.
11. Uses cleaning chemicals and supplies in accordance with specified safety protocols.
12. Operates all food preparation equipment in a safe manner.
13. Reports non working, damaged or malfunctioning equipment to Supervisor and or Manager in a timely manner.
14. Performs other duties as assigned by management.

**Customer Service -** Describe how this position should demonstrate good customer service.

1. Maintain positive interaction with co-workers and customers so that efficient and quality service is provided to our customers.
2. Be aware of customer needs, assist when possible or refer them to a shift manager who can assist with their requests.

**Safety -** Describe how this position is responsible for handling safety issues.

1. Share the responsibility for a safe work environment with your team
2. Work safely, stay alert, practice good housekeeping, remove potential hazards and follow all established safety regulations.
3. Report all incidents/accidents while working to your manager immediately
4. Understand all safety regulations of your operation including required Personal Protective Equipment (PPE).

*This job description is subject to changes if needed to meet operational needs. You may be asked by a manager or supervisor to assume additional duties to meet operational needs.*
### JMU Dining Services

**Qualifications** - Describe experiences, education and related coursework typically required or expected to perform essential job functions. Include lifting and carrying requirements.

1. Worked for dining services for at least 30 days.
2. Must be in good standings with university and be enrolled as a student.
3. Must have the ability to read and communicate effectively.
4. Ability to understand and carry out responsibilities.
5. Must be able to accept in a positive manner information and instruction from customers and superiors.
6. Lift 40 lbs. maximum with frequent lifting and/or carrying objects up to 25 lbs.

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