

# **VALLEY SERVICES, INC. JOB DESCRIPTION/ STANDARDS OF PERFORMANCE**

## **POSITION TITLE: LINE SERVER DIVISION**

### **POSITION SUMMARY:**

The Line Server is responsible for the quality serving of food portions to customers in a personable manner.

### **POSITION REQUIREMENTS:**

Essential:

1. Must be able to stand behind the serving line for 6-8 hours a day.
2. Must be able to walk on concrete surface.
3. Must be able to lift full size pans containing 10-25 pounds of product from waist to shoulder.
4. Must be able to carry 10-25 pounds from the warmer to the serving line.
5. Must be able to reach into the warmers to retrieve product for the line.
6. Must be able to see well enough to place product on trays.
7. Must be able to lift and move up to 50lbs.
8. Physical demand is medium with 10-25 pounds being lifted 34-66% of the time.
9. Most of the workday will be indoors but must be able to tolerate sudden and extreme changes in temperatures.
10. Job will require working with some stress when confronted with emergency situations such as running out of food on the line.
11. Job will require being able to use utensils to serve the food.
12. Job requires oral communication in the understanding of portioning of products.
13. Job will require employee to understand verbal instructions.

Marginal:

1. One-year experience in food service industry.
2. Knowledge of and experience practicing proper safety standards in the handling of food products.
3. Job will require employee to perform measuring portions of food products according to the production worksheets.

### **POSITION RELATIONSHIP:**

The Line Server is directly supervised by the Line Lead on duty or Manager with no responsibilities in management or personnel supervision.

## **PRIMARY RESPONSIBILITIES/STANDARDS OF PERFORMANCE:**

1. Follow all company and client policies, rules, and regulations.
  - 1.1 Be to work on time. In case of emergency report directly to your Manager in advance of regular scheduled starting time.
  - 1.2 Report any problems immediately to the Manager or Manager on duty.
  - 1.3 Read and follow company/client safety policies and procedures, initials, and records.
2. Handle food in accordance with sanitary and safety regulations.
  - 2.1 Check menu to ensure product knowledge and proper utensils are being used.
  - 2.2 Make sure all products on line are properly prepared and served. 2.3 Make sure all products in coolers are properly stored and labeled. 2.4 Maintaining cleanliness of all equipment used for performing duties.
3. Maintain serving line and or cooler in a clean attractive manner. Keeping both clean of spills and debris. 3.1 Keep service wells that are not used covered.
4. Positive interaction with co-workers, clients, supervisors, and the volunteers.
5. Must make sure hot foods remain hot and cold foods cold.
  - 5.1 HOT foods are hot. (A minimum of 140 degrees)
  - 5.2 COLD foods are cold. (A maximum of 45 degrees)
6. Maintain workplace professionalism.
  - 6.1 Arrive at work on time.
  - 6.2 Support company decisions and policies even though you may personally disagree with those decisions.
  - 6.3 Think in terms of what is best for the company.
  - 6.4 Establish and meet realistic timetables for accomplishing goals.
  - 6.5 Continuously evaluate the effectiveness and efficiency of ongoing programs for which you are responsible and identify opportunities to improve these programs.
  - 6.6 Display a friendly and positive attitude toward the job and other persons; perform job duties willingly and without complaint; attempt to understand and respond to needs of supervisor and co-workers; avoid making hostile or unproductive comments.
  - 6.7 Maintain proper attendance. Report to work on time; provide sufficient notice to supervisory personnel prior to unavailability or lateness in accordance with company policy.
  - 6.8 Dress professionally at all times.

6.9 Maintain a high level of confidentiality regarding departmental and company business; never releasing or discussing internal matters of a serious or sensitive nature outside the department or company.

6.10 Ensure that your supervisor/lead is advised on a timely basis of potential problems.

The position responsibilities may not be the only requirements of the position. It may be necessary to follow other instructions or perform other related duties required in order to conduct daily operations and meet corporate goals and objectives.