

WEST SIDE CATHOLIC CENTER

Job Description

Job Title: Ohio City Pizzeria (OCP) - Lead Server
Reports To: OCP - General Manager
Work Hours: 30 - 40 hours per week, Tuesday through Saturday; hours may vary throughout the week. Ability to work night/weekends/holidays, as required.
FLSA Status: Non-Exempt
Dates Updated: 2/11/2021
Rate of Pay: \$13 per hour, plus tips; commensurate with experience

SUMMARY:

Under the supervision of the OCP – General Manager, Lead Server is responsible for executing a memorable guest experience from the moment of arrival to their departure. Performs other duties of a similar nature as may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Takes and schedules reservations.
- Greets and seats guests, and provides menus.
- Assists guests with making good choices, takes and enters guest's orders.
- Delivers food to the guest's table and makes sure that guests have a quality dining experience through the whole process.
- Provides tableside wine service.
- Resolves any customer issues with a positive attitude.
- Clears and resets tables.
- Bartends and takes care of bar guests.
- Balances the cash register at the beginning and end of a shift. Ensures transactions are executed accurately.
- Ensures high standards of health, safety and hygiene in the dining room.
- During the OCP – General Managers absence, will be in charge of opening and closing, daily checklists, volunteer and/or staff coverage to assure sufficient kitchen/food preparation, monitoring deliveries, and acts accordingly as potential problems are identified.
- Performs other duties of a similar nature as may be required.

QUALIFICATIONS:

- High School diploma or it's GED equivalent
- Two (2) years of serving experience in the food service industry, including wine, beer, and cocktail knowledge.
- One (1) year of some leadership ability, and willingness to manage one night per week.
- Proven track record of providing excellent customer service and prior experience in a fast-paced setting.
- Food handling permits or server certifications preferred

SKILLS AND KNOWLEDGE:

- Ability to handle a fast-paced environment utilizing strong multi-tasking and organizational skills.
- Handles stressful situations with professionalism, courtesy and tact.
- Understanding of regulatory requirements for cleanliness and safety.
- Providing a high level of customer service.
- Demonstrates interpersonal skills necessary to interact effectively with individuals from diverse, racial, ethnic, and socioeconomic backgrounds.
- Excellent written and verbal communication skills and the ability to communicate specifically with an audience from diverse racial, ethnic, and socioeconomic backgrounds.

PHYSICAL EFFORT & JOB CONDITIONS:

Work involves long periods of time standing, stooping, walking, pushing/pulling, reaching, frequently lifting and moving of objects weighing up to 40 pounds and occasionally lifting or moving objects weighing more than 40 pounds.

You will be often exposed to uncomfortable temperatures in kitchen because of steam and heat from cooking and dishwashing. You will sometimes be exposed to extreme temperatures of the hot kitchen and the walk-in refrigerators. You will be regularly exposed to hot liquids, sharp cutting blades and hot working surfaces. The area is usually noisy and there is danger of slipping on floors where food or beverages have been spilled or from mopped floors. You may be subject to minor injuries such as cuts and bruises and therefore must exercise caution at all times to minimize injury to self, staff, and customers.

It is the policy of West Side Catholic Center to provide reasonable accommodations to qualified individuals with a disability who are either applicants for employment or are current employees. Should you require any assistance or reasonable accommodation to complete this application or participate in interviews, please make a note on the application or notify the interviewer.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To understand responses to traumatic life events, the concept of a trauma informed environment, vicarious trauma and the need for self-care.

We are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

West Side Catholic Center is pleased to be an equal opportunity employer.
