

WEST SIDE CATHOLIC CENTER

Job Description

Job Title: Ohio City Pizzeria (OCP) - 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, 4/20/2021, 11/2/2021
Hourly Rate: \$11 per hour, plus tips

SUMMARY:

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets and seats guests, providing menus, beverages, etc.
- Takes and enters guest's orders; both for dine-in tables and take-out phone orders.
- Enters both Uber Eats and Door Dash orders into Toast.
- Cash out guests picking up take-out orders.
- Provide Door Dash and Uber Eats drivers with the proper orders.
- Delivers food to the guest's table and makes sure that guests have a quality dining experience through the whole process.
- Resolves any customer issues with a positive attitude.
- Clears and resets tables.
- Bartends and takes care of bar guests (if 21 years or older).
- Ensures high standards of health, safety and hygiene in the dining room.
- Performs other duties of a similar nature as may be required.

QUALIFICATIONS:

- High School diploma or it's GED equivalent
- One (1) year of customer service related experience, preferably in the food service industry.
- Previous experience must include utilizing basic accounting skills; and handling cash and credit card transactions 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.
