ALBERT COLLEGE
JOB DESCRIPTION

TITLE: Food Services Staff

REPORTS TO: Food Services Manager

GOALS:

Our goal in Food Services is to advance the mission of the school by providing a welcoming and warm family environment. Our Food Services staff provide flawlessly planned, prepared and presented meals to our Albert College family. We are proud of providing a dining experience that supports our Core Values and a culture of collaboration and teamwork.

PRIMARY FUNCTION:

The Food Services Staff is responsible for the operation of the kitchen and the food service program for the Senior School, Junior School and Early Primary Learning Centre (EPLC). This includes, but is not limited to, the day-to-day operations, maintaining cleanliness and organization throughout the kitchen and dining hall to support efficient daily operations; maintaining high standards of cleanliness, sanitation, organization and food service throughout all areas of operation; preparation and delivery of components in the Senior School kitchen, daily snacks and requested special functions.

CUSTOMER SERVICE STANDARD:

- Greet all constituents with a pleasant people – first attitude upon entry to all food service locations
- Deliver great customer experiences within a school environment
- Assist all constituents with various requests including but not limited to special diets, special events, unexpected changes, etc.
- Ensure the highest standard of presentation of all meal servings.
- Build a rapport with constituents to support a family environment

POLICIES:

- A current vulnerable sector police check must also be provided.
- A confidentiality agreement will be included with the Food Service Staff contract with the expectation that strict confidence be maintained regarding management issues including, but not exclusive to personnel related matters.

- Maintain and uphold all of the College's Health and Safety Policies including but not limited to following safe work procedures, knowing and complying with all the laws and regulations, reporting any injury or illness immediately, reporting unsafe acts and conditions along with the overriding principle of taking reasonable precautions in the circumstances to protect his/herself.

GENERAL DUTIES AND RESPONSIBILITIES:

- Day-to-day food service operational activities and special requirements of the Senior, Junior School, and EPLC.
- Daily departmental commitments are accomplished with high standards including scheduled special functions.

SPECIFIC DUTIES:

- Communicate with supervisor and staff regarding daily and weekly activities.
- Perform other duties as including but not limited to sweeping and mopping floors, removal of garbage and recycling.
- Serve food, clean (including dishes, kitchen and dining hall), involving heavy lifting.
- Operate kitchen equipment (dish washer etc.)
- Accept deliveries and ensure stock is rotated on a First-In-First-Out (FIFO) basis.
- Accommodate short notice requests.
- Assist with basic prep of food (peel and wash)

SCHEDULE:

- Includes working a variety of shifts (morning, afternoon, evening, weekend and extended shifts).
- Attend special events including formal functions, night activities and external functions.
- Fill-in for absent employees, if required.

QUALIFICATIONS:

- Food Handlers Certificate an asset.
- Valid Driver's Licence an asset.
- Valid ServSafe or Serve Smart Certification an asset.
- First Aid is an asset.

WORKING CONDITIONS:

- Long periods of standing for food preparation, cleaning and service.

- Heavy lifting required up to 50 lbs.
- Environmental conditions relating to oven heat exist.
- Repetitive Task environment along with working with sharp equipment.
- Stairs in regards to transportation of food and snack program throughout the school.

JOB SPECIFICATIONS:

- Superior client service skills; ability to promote the mission of Albert College and act as an ambassador for the school;
- Excellent communication, presentation and interpersonal skills for dealing with prospective families, current parents, students, faculty and all members of the community;
- Outstanding organizational skills. Ability to manage, track and process information quickly and in an organized fashion;
- Superior attention to detail to manage information and respond to the unique individual needs of each prospective client/family;
- Ability to work effectively with diverse and international populations;
- A high level of initiative and an appreciation for the value of an independent school education;
- Develop a thorough knowledge of overall academic, co-curricular and residential programming at Albert College;
- Tact, diplomacy and the ability to maintain confidentiality.

Note: Personal effects including jewelry that may cause personal injury or sanitary hazards and use of perfumes/scents as determined by the Food Services Manager are strictly prohibited.