Name of Non-Profit Organization: Saint John's On The Lake

Hourly Wage: 12.28 Average Hours Per Week: 30

Position Title: Waitstaff

Desired Work Schedule:
(list ideal work days and times of the week for this position)

3:30pm - 6:30pm

Address: 1858 N. Prospect Avenue

Supervisor Name: Melissa Geszvain
Supervisor Email: rschwarz@saintjohnsmilw.org

Supervisor Phone Number: 414-831-6781

Essential Duties and Responsibilities:

Perform a variety of food preparation, table set-up and serving duties
Washes, peels, cuts, chops fruits/vegetables for salads and garnishes
Assists in preparing food as required by cook
Provides residents choice of food items at every meal
Serves residents meals in timely manner
Sets and cleans table
Replenishes supply of clean linens
Performs kitchen and dining room clean-up, dish washing and other kitchen duties following sanitation and infection control practices

Required Qualifications:

Knowledge, Skills, and Abilities (check all that apply)

- Verbal Communication
- Microsoft Office Skills (Word, PowerPoint)
- Adobe (Photoshop, Illustrator, InDesign)
- Detail Orientation
- Initiative
- Written Communication
- Ability to Work Independently
- Ability to Work in a Team

- Presentation and Public Speaking Skills
- Problem Solving
- Flexibility/Adaptability/Creativity
- Organizational Skills
- Customer Service Skills
- Multi-tasking
Provide other required qualifications or information on this position:

**Skills/Experiences Gained from this Position:**

Check off the UWM Shared Learning Goals in which students will gain knowledge, skills, and abilities. Please check all that apply below.

*Intercultural Knowledge and Competence*

☑ Student employee will be able to articulate insights into their own cultural rules and biases.

*Critical and Creative Thinking Skills*

☑ Student employee will be able to adapt and apply skills, abilities, theories, or methodologies gained in one situation to new situations to solve difficult problems or explore complex issues in original ways.

*Effective Communication Skills*

☑ Student employee will be able to meaningfully articulate how experiences outside of the formal classroom deepens their understanding of fields of study and broadens their points of view.

*Individual, Social, and Environmental Responsibility*

☑ Student employee will be able to provide evidence in civic-engagement activities and describe what they have learned about themselves as it relates to a reinforced and clarified sense of civic identity and continued commitment to public action.

Please describe other skills/learning outcomes students will develop in this position:
SAINT JOHN'S COMMUNITIES
JOB DESCRIPTION

JOB TITLE: Dining Server
REPORTS TO: Dining Server Manager
STANDARD PRECAUTIONS: III
FLSA CATEGORY: Non-Exempt- Hourly
JOB CODE: 21

JOB OBJECTIVE:
Work together with the cook and neighborhood team to prep and serve meals that assure residents a gracious dining experience. Clean kitchen and all resident dining areas according to all State/Federal regulations/codes and Saint John's policies, procedures, and practices. Works together with all members of the community to uphold and further the mission, vision, principles and values of the Saint John's Community.

KNOWLEDGE, SKILLS, ABILITIES, QUALIFICATIONS:

1. Must be at least 18 years old
2. At least 3 to 6 months of restaurant/cooking experience.
3. Must demonstrate the ability to comprehend and follow established procedures and a range of verbal/written instructions with a high degree of accuracy. Must read, write and speak English in an understandable manner.
4. Must demonstrate dependability and excellent communication and problem solving skills, be honest, exhibit a warm, cheerful, caring manner and be regularly at work, on time, as scheduled.
5. Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements.
6. Must be professional in actions, neat attire appropriate to the position, excellent customer service skills, and desire to work with and serve older adults.
7. Must demonstrate the ability to comprehend and follow established procedures, be able to multi-task, be able to work independently and perform various duties without close supervision.

ESSENTIAL FUNCTIONS, DUTIES AND ACCOUNTABILITIES:

1. Performs a variety of food preparation, table set up, and serving duties:
   a. washes, peels, cuts, chops fruits/vegetables for salads and garnishes
   b. assists in preparing food as requested by cook
   c. provides residents choice of food items at every meal
   d. serves resident meals in a timely manner according to SJOL best practices
   e. sets and clears tables
   f. offers additional beverage/food
   g. replenishes supply of clean linens
   h. may run errands and deliver food orders to resident rooms as a designated runner.

2. Performs kitchen and dining room clean up, dishwashing and other kitchen duties following sanitation and infection control practices:
   a. scrapes, rinses and loads the dishwasher according to procedure
   b. safely unloads the dishwasher and stores dishes/glasses/utensils in cupboard/drawers
   c. washes pots, pans and any items that cannot be placed in the dishwasher
   d. cleans and sanitizes equipment used such as microwave, stove, refrigerator, food carts, bus pans as well as countertops and cupboards
   e. cleans and sanitizes small appliances (toaster, blender, coffee maker) after meals & stores
   f. sweeps & mops kitchen floor and dishwashing room
   g. cleans dining room tables, chairs and floors
h. safely runs garbage disposal; does not allow utensils or other metal or plastic items to fall into the garbage disposal
i. along with cook, makes sure all food is labeled, dated and stored in the proper place in the cabinets or refrigerator
j. empties and relines garbage cans
k. replenishes all sanitation and cleaning supplies

3. Assures that all resident/client rights are maintained at all times. Reports any violations or suspected deviations immediately, according to Saint John’s policy.
4. Maintains confidentiality of all department and organizational information.
5. Knows and follows existing lines of communication and authority.
6. Works tactfully and cooperatively with residents, clients, families, visitors, and staff throughout the organization.
7. Attends in-services, meetings, seminars as required and changes schedule or works overtime to meet the needs of the residents.

Person Centered Care/Professional Integrity and Responsibility

1. Employees act with honesty and openness in all their dealings as representatives of the organization and are expected to support a working environment that values respect, fairness, inclusiveness, and integrity. Our employees promote responsibility in the workplace by recognizing and respecting boundaries of people with whom we work and serve.
2. Employees support practices and principles of the person-first philosophy that gives residents the power of choice. Employees are considered part of the community and are expected to perform duties within the principles and practices that guide care and services through knowing and honoring the person before the task, i.e. Fostering relationships between residents, family and staff; Each person is to be known as an individual who can and does make a difference; We nurture the spirit as well as the mind and body; We promote growth and development for all; and, We create an environment that meets the physical, social, emotional, intellectual, spiritual and occupational needs of individuals and the community.

WORK SETTING/ENVIRONMENT:
Work is usually performed indoors with occasional exposure to wetness/high humidity when completing dishwashing/cleaning tasks. There are occasional exposures to temperature extremes of 40°F to 85°F and to seasonal conditions including humidity, sunlight, poor air quality, biting insects when working outdoor summer special events. There are occasional exposures to hazardous chemicals used in sanitizing dishes or general cleaning of the kitchen and dining room with occasional exposures to burns and bodily injuries/illnesses; seldom are there exposures to blood/body fluids.

EQUIPMENT USED:
Knives, scoops, ladles, service trays, blender, toaster, can opener, coffee maker, microwave oven, dishwashing machine, china, flatware, pots/pans, vacuum, carts, mop, buckets, brooms, phone, tablecloths/napkins, cleaning cloths.

PHYSICAL/SENSORY COGNITIVE REQUIREMENTS TO PERFORM THE ESSENTIAL JOB FUNCTIONS:
Physical Strength: Must be able to frequently push/pull/lift/move objects weighing up to 30 pounds, and occasionally push/pull/move carts weighing up to 50 pounds.
Manual Dexterity: Must be able to continuously perform simple manipulative tasks as carrying dishes/trays; frequently perform difficult manipulation as when writing orders and slicing food, or continuously grasping, pushing, and pulling.
Coordination: Must be able to continuously perform tasks requiring good hand/eye coordination and steadiness of motion as when serving, pouring, and setting tables.
Mobility: Must be able to continuously stand, walk, bend and twist when waiting tables, dishwashing, assembling food, vacuuming, mopping, etc.
Speech: Must be able to frequently articulate clearly and precisely with residents/visitors/staff in face-to-face interactions and when speaking on the phone.
Emotional Stability: Must be able to frequently deal effectively with stress created by service demands of residents/visitors; strict mealtime schedules and working cooperatively as a part of the food service team.

Vision: Must be able to frequently discriminate colors and see objects closely to read menus/chemical hazard information, etc.

Hearing: Must be able to continuously hear normal sounds and voices within a moderately noisy dining room and kitchen environment to communicate with residents/visitors, receive instructions, etc.

Smell: Must frequently use this sense to distinguish quality of food or odors that require housekeeping attention.

Concentration: Must be able to frequently concentrate on moderate detail with some interruption as when reading instructions or taking meal orders from residents.

Attention Span: Must be able to frequently understand task/function for more than 45 minutes at a time.

Conceptualization: Must be able to frequently understand and use specific ideas generally several at a time; and frequently understand and relate to concepts behind specific ideas.

Memory: Must be able to continuously remember verbal/written tasks/assignments for full shift.

EMPLOYEE RESPONSIBILITY IN AN EMERGENCY:
Must know, understand and comply with all emergency procedures and be able to assist with resident evacuation if necessary and all safety, security, infection control and hazardous materials policies and procedures.

1. This job description is not intended to be all-inclusive. The employee will also perform other reasonably related business duties as assigned by the supervisor or other management.

2. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.

3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined with or without reasonable accommodation.

Employee Signature: ___________________________ Date: ___________________________

Supervisor Signature: ___________________________ Date: ___________________________

Revised 07/2019