POSITION INFORMATION

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Jobs Performed</th>
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<tbody>
<tr>
<td>Dining- Customer Service Representative</td>
<td>Server/Food Prep/Cashier (DS-c1)</td>
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<tr>
<td>Department</td>
<td>Rate of Pay</td>
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<tr>
<td>160600 MHD – Univ. Housing and Dining</td>
<td>$8.40 per hour, starting</td>
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</tbody>
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POSITION RESPONSIBILITIES

Objective

Contribute to the operational success of the dining center by: Providing “the face of customer service” in the dining centers (i.e. the point of sale person for all internal and external dining services customers) and Sustaining UHDS standards of honesty, integrity and cleanliness, as well as our Core Values represented in the UHDS PRIDE and Diversity Initiatives.

Position Duties

Operate cash registers; process meal perq.s, receive cash, OSU ID Card for meal plan deductions, credit and debit card payments from customers. Utilize manager's card on an as need basis. Count cash drawer and maintain accurate paperwork, including save and count all receipts and complete error forms and missing card logs. Communicate with Head Cashier and/or Supervisor for accuracy, correcting all errors, and clarity on business practices and Cashier section of the student training manual.

Set up workstation at the beginning of your shift and/or disassemble at the end of your shift as required. Assist customers and answer questions regarding menu items, ingredients, the location of retail items, and current prices. Memorize prices of frequently purchased items in your area. Appropriately portion, assemble, and plate and serve menu items to order. Make and/or stock beverages. Restock and maintain cleanliness of work area, assist Dining Room staff in cleanliness of Dining Area around the restaurant in which you work. Wash hands between every different task and after using the restroom, or touching your face or hair. Practice impeccable sanitation standards at all times.

Other tasks as assigned by supervisor. This includes being reassigned as needed to assist in times the dining center is short in other areas.

Oregon State University has an institution-wide commitment to diversity, multiculturalism and community. We actively engage in recruiting and retaining a diverse workforce and student body that include members of historically underrepresented groups. We strive to build and sustain a welcoming and supportive campus environment. OSU provides outstanding leadership opportunities for people interested in promoting and enhancing diversity.

Qualifications:

(Provided by HR No changes can be made to Minimum Qualifications)

Minimum Qualifications

Maintain the ability to be reliable and responsible, including adhering to assigned schedule and effectively communicating your education and/or scheduling needs in a timely manner to your direct supervisor.

The willingness and ability to provide excellent customer service through communication and presentation to all internal and external customers. Internal customers include your co-workers, other department staff members, and your dining management team. External customers include all of our residents, faculty, staff, and visitors who purchase goods and services from us.

The ability to obtain and provide the dining center with an Oregon Food Handler’s card within 2 weeks of an employment. The ability to follow sanitation guidelines above the State of Oregon minimum expectations.

Required to be at least 16 years old AND enrolled at any high school (no credit requirement), community college (at least 6 credits or 12 credits for International Students), or university (Undergrad.- at least 6 credits, International Undergrad.- at least 12 credits, Grad.- at least 3 credits, Internal Undergrad.- at least 9 credits) AND be eligible to work in the US. Proof of eligibility will be required on the date of hire, included but not limited to, original social security card. No photo copies can be accepted. You must present your social security card when you are hired.
Required to work a minimum of 8-10 hours per week and a maximum of 20 hours per week while taking classes. Breaks and exam weeks have varying requirements, please see the student manual online at:

This position is designated as a critical, security-sensitive or safety-sensitive position; therefore, the incumbent must successfully complete a Criminal Background Check and be deemed fit for duty at placement and while serving in the position.
Yes ☐ No ☑

This position must possess and maintain a current, valid Driver License.
Yes ☐ No ☑

Preferred Qualifications
ServSafe Sanitation Certification. Proven customer service experience through employment/volunteer/ or education.

Diversity Initiative
For leadership positions, a demonstrable commitment to promoting and enhancing diversity is a required qualification. For all other positions, it is a preferred qualification:
Required ☐ Preferred ☑ Though a “preferred” qualification, it is expected that all Student Staff know and understand the UHDS primary initiatives which include the P.R.I.D.E. (Customer Service), UHDS Diversity Initiative, the Sustainability Initiative, and our primary Occupancy Goals and have the knowledge, skills, and ability to actively demonstrate those core values. The core values/initiatives can be found online at the UHDS web site.

Work with lift equipment (chain, fall, sling, stand, pallet jack, vehicle lift, electric hoist, block and tackle, etc) Yes ☑ No ☐

Use Power tools:
Check All  Clear All
☐ None of These
☐ Pneumatic driven tools
☐ Gasoline driven tools
☐ Electric tools (e.g. sanders, saws, buffers, grinders, drills, fans, generators, hammers, washers, mowers, trimmers, blowers, sprayers, etc.)
☐ Stationary shop tools (e.g. pipe threader, punch, bench grinder, bender, drill press, cutter, circular saw, press, planer, vise, band saw, sander, dust collector)

Lift Objects:
Describe Objects and Weight:

Carry Objects:
Describe Objects and Weight:

Push/Pull Objects:
Describe Objects and Weight:

Date ___________________________ Employee Signature ___________________________

Date ___________________________ Supervisor Signature ___________________________