UNIVERSITY OF SOUTHERN CALIFORNIA

Guest Services Representative (Union)

Job Code: 143113

OT Eligible: Yes
Comp Approval: 5/25/2011

**JOB SUMMARY:**
Provides customer service to faculty, staff, students and other customers. Maintains cleanliness of facilities, equipment, and servicewear. Supports food production and delivery of customer service as directed.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>Provides customer services to faculty, staff, students and guests. Meets and greets guests. Provides necessary information to guests.</td>
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<td>Maintains the cleanliness of the facilities, equipment, and servicewear.</td>
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<td>______</td>
<td>______</td>
<td>Assists in set-up and break-down of dining room, serving area, buffets, coffee stations, and product displays.</td>
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<tr>
<td>______</td>
<td>______</td>
<td>Stocks and maintains all supplies, food items, and utensils.</td>
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<td>______</td>
<td>______</td>
<td>Provides basic hot and cold food and beverage preparation service.</td>
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<td>______</td>
<td>Serves food and beverages to customers.</td>
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<td>______</td>
<td>______</td>
<td>Assembles and packages food and beverage products.</td>
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<td>Interprets and executes directions and requests on Banquet Event Order forms.</td>
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<td>Provides basic audio-visual service and support.</td>
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<td>Opens and closes facilities as required.</td>
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<td>______</td>
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<td>Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures.</td>
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<td>Adheres to department service standards and to all health, safety and university rules and regulations.</td>
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<td>Attends and participates in meetings as required.</td>
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<td>Reports to station, ready to work at the time work assignment is scheduled to begin. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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</table>

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: ☐ No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Less than high school

**Minimum Experience:**
- 0 - 6 months

**Minimum Field of Expertise:**
- Demonstrated customer service experience. Experience working in a fast paced working environment. Ability to effectively communicate in English. Ability to lift up to 50 lbs.

**Preferred Education:**
- High school or equivalent

**Preferred Experience:**
- 1 year

**Preferred Field of Expertise:**
- One year in high volume fast food restaurant/hotel or other food service operation.

**Skills: Other:**
- Communication -- written and oral skills

**Skills: Trade/Auxiliary:**
- Assemble and package food/beverage products
- Calculate measurements
- Compute totals
- Handle knives
- Maintain stock
- Prepare food and beverages
- Serve customers
- Serve food and beverages
- Understand and apply policies and procedures

**Supervises: Level:**
- May oversee student, temporary and/or casual workers.

**Comments:**
- Must have flexible schedule; able to work any shift as assigned. Understands that regular attendance and punctuality is expected of all employees. Must obtain electric cart certification. Valid California State Driver's License may be required. Must successfully complete ServeSafe certification. Must have valid California Food Handler Card or obtain card within first 30 days of hire.
SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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