Service Contract Act (SCA) Food Service Worker- Lead
UF4114

Job Overview:

The Service Contract Act (SCA) Food Service Worker-Lead may work in any type of food location on client premises. This individual provides oversight at the direction of management on site to coordinate routine work activities of Food Service Workers engaged in food operations. This individual will provide support to management in the daily oversight of key functions and employees during the normal course of business.

Serves as a cafeteria and/or delicatessen/bakery worker helping in the preparation, presentation, and serving of specialty meats, delicacies, preserved foods, cheeses, salads, breads, and sweets to patrons. The incumbent assists in weighing, pricing, and wrapping selected foods on plates, trays and in bags, prepares food displays in counter cases and other display units, greets customers as they arrive at service counter, takes special orders, and answers basic customer questions about specialty foods. Using prepared ingredients and following routine, repetitive steps, this Worker makes hot and/or cold sandwiches, fruit and vegetable trays, salads and rotisserie chicken, may slice and/or mix simple ingredients, as needed, cleans counters and trays, washes dishes, and maintains cleanliness of preparation, work, and display areas, and inspects and cleans equipment. This Worker may assist in any or all of the following: measuring and mixing ingredients as directed, preparing, cooking, and decorating breads, rolls, pastries, cakes and other bakery items, receiving and unloading trucks, and storing stock, taking special orders or unusual food requests from customers, taking payment and making change for customers

General Responsibilities:

- Performs Food Service Worker duties in addition to supervision duties.
- Understands and follows all policies and procedures.
- Assists in ensuring a safe working environment throughout the facility for all employees.
- Assists in monitoring employee productivity and provides suggestions for increased service or productivity.
- Supervises activities of subordinates and assigns responsibility for specific work or functional activities as directed by on-site management.
- Responsible for orientation and training of employees.

- Works with customers to ensure satisfaction in such areas as quality, service and problem resolution.
- Takes an interest and initiative in the development of the foodservice team.
- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Attends training programs (classroom and virtual) as assigned.
- Maintains key control of operations and responsible for activities to ensure opening, closing, and daily procedures are completed.
- Serves as working lead coordinating activities of service employees engaged in food operations at smaller, less complex facilities of commercial, health care facility, school, campus, or other establishments.
- Reads recipes and/or product directions.
- Estimates food requirements.
- Operates a variety of kitchen utensils to weigh, measure, mix, wash, peel, cut, grind, stir, strain, season, and knead foodstuffs for cooking, serving and storing.
- Assists in the preparation of hot and/or cold foods, and properly stores food, utilizing knowledge of temperature requirements and spoilage.
- Inspects workstations for compliance with service standards.
- Keeps records and requisition for supplies/equipment as needed.
- Cleans and sanitizes workstations and equipment following all Sodexo, client and regulatory rules and procedures.
- May taste test products.
- Sets up stations with entrées, soups, salads, breads, condiments, other food products, and utensils.
- Provides general stocking duties in service area.
- Serves and replenishes food from counters and steam tables (sometimes using a conveyor food belt) and breaks down stations at the end of meal periods.
- Brews coffee and tea.
- Interacts with customers in the serving, retail and dining areas.
- Assists customers with opening containers and cutting food when requested.
- May work on a tray line to distribute food.
- May perform and receive applicable compensation per SCA regulations for other job duties and responsibilities as assigned.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED or equivalent experience.
- 1 or more years of related work experience.

Skills/Aptitude:

- Must be able to coordinate the routine responsibilities of staff and resources.
- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all co-workers, vendor representatives, supervisors, managers, customers and client representatives.
- Ability to provide clear directions and respond accordingly to employees.
- Ability to use a computer.

License/Qualifications

Certifications: None.

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule helpful.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to work in a standing position for long periods of time (up to 8 hours).
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move up to 40 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Generally, work is performed in an indoor setting; however, may supervise and participate in outside activities and events.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.
- Wears protective clothing and/or Personal Protective Equipment required by the work environment or governmental regulations.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee_____ _____
Date_____
Manager_____ _____
Date_____