

Job/Position Description

Position Title: Café/Store Worker	Department Name: Methodist College
UPH Affiliate: Methodist College	Department Number: 4060000
Effective Date: 2/2019	Review Date(s): 2/2022
Prepared By: Human Resources	Approved By: Vice Chancellor for Finance & Administration/CFO
Position Reports To: Manager of Food & Retail Services	

Description of Position:

Provide a "snapshot" or the principal purpose or focus of the position, consisting of no more than three to five sentences. This summary should provide enough information to differentiate the major function and activities of the position from those of other positions.

The Café/Store Worker is responsible for preparing and/or serving food and beverage items while providing exceptional customer service and adhering to appropriate food safety, food handling, and sanitation procedures.

Essential Functions/Responsibilities:	% of Time (annually)
Essential functions are the duties and responsibilities that are essential to the position (not a task list). Do not include if less than 5% of work time is spent on this duty. Be specific without giving explicit instructions on how to perform the task. Do not include duties that are to be performed in the future. Duties should be action oriented and avoid vague or general statements.	
Customer Service <ul style="list-style-type: none"> Maintains excellent customer service and positive attitude towards all guests Serves food to customers while ensuring guest satisfaction and anticipating the customers' needs Communicates customer concerns, needs and equipment malfunctions to manager 	70%
Cashiering <ul style="list-style-type: none"> Performs cashiering duties including acceptance of payments for purchases, balancing drawer and preparing daily cash reports 	5%
Cleaning <ul style="list-style-type: none"> Cleans and sanitizes work areas, equipment and utensils Follows proper sanitation practices per state and federal guidelines 	5%
Opening and Closing Procedures <ul style="list-style-type: none"> Performs opening and closing procedures including turning equipment on/off, taking temperatures of items and preparing for guests. 	5%
Organizing, Stocking and Setup <ul style="list-style-type: none"> Maintains orderly appearance of café and store at all times Stocks and organizes merchandise and inventory Assists with setup and caterings 	5%
Basic UPH Methodist College Performance Criteria <ul style="list-style-type: none"> Demonstrates the UnityPoint Health Values and Standards of Behaviors as well as adheres to policies and procedures and safety guidelines. 	10%

<ul style="list-style-type: none"> • Demonstrates the Methodist College Values and Standards of Behaviors as well as adheres to policies and procedures. • Demonstrates ability to meet business needs of department with regular, reliable attendance. • Employee maintains current licenses and/or certifications required for the position. • Practices and reflects knowledge of HIPAA, TJC, DNV, OSHA and other federal/state regulatory agencies guiding healthcare. • Practices and reflects knowledge of FERPA with respect to protecting the privacy of student education records. • Completes all annual education and competency requirements within the calendar year. • Is knowledgeable of college compliance requirements. Brings any questions or concerns regarding compliance to the immediate attention of leaders. Takes appropriate action on concerns related to compliance. 	
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Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Demonstration of UPH Values and Standards of Behaviors

Consistently demonstrates UnityPoint Health's values in the performance of job duties and responsibilities

Foster Unity:	<ul style="list-style-type: none"> • Leverage the skills and abilities of each person to enable great teams. • Collaborate across departments, facilities, business units and regions. • Seek to understand and are open to diverse thoughts and perspectives.
Own The Moment:	<ul style="list-style-type: none"> • Connect with each person treating them with courtesy, compassion, empathy and respect • Enthusiastically engage in our work. • Accountable for our individual actions and our team performance. • Responsible for solving problems regardless of the origin.
Champion Excellence:	<ul style="list-style-type: none"> • Commit to the best outcomes and highest quality. • Have a relentless focus on exceeding expectations. • Believe in sharing our results, learning from our mistakes and celebrating our successes.
Seize Opportunities:	<ul style="list-style-type: none"> • Embrace and promote innovation and transformation. • Create partnerships that improve care delivery in our communities. • Have the courage to challenge the status quo.

Demonstration of Methodist College Values and Standards of Behaviors

Consistently demonstrates Methodist College's values in the performance of job duties and responsibilities

Human Dignity:	<ul style="list-style-type: none"> • Unconditional respect for the inherent worth, uniqueness, and autonomy of individuals.
Integrity:	<ul style="list-style-type: none"> • Displaying strong moral character and acting in accordance with accepted standards of behavior and an appropriate code of ethics.
Inquiry:	<ul style="list-style-type: none"> • An active process of exploration and investigation that leads to understanding and construction of knowledge throughout one's life.
Social Justice:	<ul style="list-style-type: none"> • Acting in accordance with fair treatment regardless of gender, economic status, race, religion, ethnicity, age, citizenship, disability, or sexual orientation.

QUALIFICATIONS:

	Minimum Requirements Identify items that are minimally required to perform the essential functions of this position.	Preferred or Specialized Not required to perform the essential functions of the position.
Education:	High school diploma or equivalent.	
Experience:	Work experience in a food service or retail setting where customer service was valued.	One to three years of food service or retail experience.

License(s)/Certification(s):	Illinois Food Handler ServeSafe certification received within 30 days of hire. Valid driver's license when driving any vehicle for work-related reasons.	
Knowledge/Skills/Abilities:	<ul style="list-style-type: none"> • Basic knowledge of the principles and practices used in the storage, care, preparation, cooking, dispensing, and serving of food • Basic knowledge of kitchen sanitation and safety measures used in the operation, cleaning, and care of utensils, equipment and work areas • Basic knowledge of safe food handling procedures to ensure prevention of foodborne illnesses • Skilled in customer service 	
Other:	Use of usual and customary equipment used to perform essential functions of the position.	

SCOPE: Position has supervisory responsibilities? Yes ☐ or No ☒ If yes, complete below.

Number of Employees Supervised (Complete if position has supervisory responsibilities of individuals)			
	Direct	Indirect	Total
Exempt			
Non-Exempt			
Total			

Budget Control (Complete if position has budget responsibilities)	
Annual Operating Budget (including payroll)	
Annual Revenue/Sales	
Other Scope Measurements	
Pertinent to the position, such as number of beds, number of units/departments, number of employees leading, cases per month, etc.	
Item	Number

Mental/Cognitive Demands:
(List any special mental and cognitive abilities required by the position in your specific environment)
<ul style="list-style-type: none"> • Ability to communicate effectively • Ability to multi-task, organize, prioritize, and follow multiple projects and tasks through to completion • Ability to complete tasks with attention to detail • Ability to work both independently and as a team • Ability to exercise sound judgement, seeking advice when appropriate • Ability to establish and maintain effective working relationships with others

WORKING CONDITIONS:

Physical Requirements
(Check all that apply if essential to perform job – with or without accommodations)
<input checked="" type="checkbox"/> Talk/Hear (communicate, detect, converse with, discern, convey, express oneself, exchange information)

<input checked="" type="checkbox"/>	See (defect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, assess)
<input checked="" type="checkbox"/>	Stand or Sit (stationary position)
<input checked="" type="checkbox"/>	Walk (move, traverse)
<input checked="" type="checkbox"/>	Use hands/fingers to handle or feel (operate, activate, use, prepare, inspect, place, detect, position)
<input type="checkbox"/>	Climb (stairs/ladders) or Balance (ascent/descent, work stop, traverse)
<input checked="" type="checkbox"/>	Bend/Stoop/Kneel
<input checked="" type="checkbox"/>	Squat/Crouch/Crawl
<input checked="" type="checkbox"/>	Reaching/Twisting
<input checked="" type="checkbox"/>	Taste/Smell (detect, distinguish, determine)
<input checked="" type="checkbox"/>	Pushing/Pulling

Lifting Requirements	
(Check appropriate category to perform job – with or without accommodations)	
<input type="checkbox"/>	Level 1; Sedentary Work: Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.
<input type="checkbox"/>	Level 2; Light Work: Exerting up to 20 pounds of force occasionally or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Requires walking or standing to a significant degree, pushing or pulling arm or leg controls or maintaining a production rate pace. Light work requires physical exertion of forces greater than that of sedentary work.
<input checked="" type="checkbox"/>	Level 3; Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Level 4; Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Level 5; Very Heavy Work: Exerting in excess of 100 pounds of forces occasionally, and/or in excess of 50 pounds of force constantly to move objects.

Hazards and Atmospheric Conditions	
(check all that apply)	
<input type="checkbox"/> Normal Office Surroundings	<input type="checkbox"/> Vibration
<input checked="" type="checkbox"/> Exposure to Fumes	<input checked="" type="checkbox"/> Mechanical Hazards
<input type="checkbox"/> Exposure to Dust	<input checked="" type="checkbox"/> Chemical Hazards
<input type="checkbox"/> Exposure to Extreme Temperatures	<input checked="" type="checkbox"/> Electrical Hazards
<input type="checkbox"/> Wet and/or Humid	<input type="checkbox"/> Radiant Energy Hazards
<input checked="" type="checkbox"/> Noise	<input type="checkbox"/> Explosives Hazards
<input type="checkbox"/> Mists or Gases	<input checked="" type="checkbox"/> Burn Hazards
Other/Comments: Precautions must be followed when working in any food service environment.	

HR USE ONLY	
FLSA Designation: Non-exempt	Lawson Position Code: 16229