

Lead Customer Service Associate - Carmichael Kitchen,
Dining Services
Tufts University

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Posted Jul. 30, 2021, set to expire Dec. 12, 2021

Job Title Lead Customer Service Associate - Carmichael Kitchen, Dining Services

Department

Institution Tufts University

Medford/Somerville, Massachusetts

Date Posted Jul. 30, 2021

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Communications/Public Relations

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Job Description

An open position exists in Tufts Dining reporting to the Chef Manager of the SMFA for a Lead Customer Service Assistant. This is an Academic Year position performing as a shift leader who delegates, coordinates, and follows up on the work of all food service employees on assigned shifts. This is a union position represented by UniteHere. The hourly rate is \$19.95.

Responsibilities:

The Lead Customer Service Assistant will work closely with management, acting as a shift leader, delegate coordinate, and follow up on the work of all food service employees on assigned shifts. S/He will be responsible for serving customers in a variety of ways including but not limited to serving food/beverages, preparing and presenting foods for service including occasional light cooking and prep, stocking food and supplies as needed, maintaining the appearance and utility of food service stations and the dining room, cashiering, general cleaning and housekeeping, executing opening and closing procedures and all other assignments related to delivering an outstanding customer



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experience. S/He will engage in job specific training and coaching of front-of-house staff. S/He will personally and through others attend to the needs of high volume and internal/external customers while maintaining excellent customer service. The Lead CSA will be able to handle cash appropriately and operate the department POS system. S/He will be able to teach others to operate the system. In addition, the Lead CSA may be responsible to count cash drawers and prepare deposits according to procedure and audit safe, if applicable. S/He will follow opening and closing procedures. The Lead CSA will teach and coach service employees to work various stations within the unit. S/He will ensure all workstations and dining areas are properly cleaned and sanitized prior to closing out a shift. S/He will ensure all equipment and supplies are properly stocked at each station. The Lead CSA will be assigned to work all service stations and catering events, when applicable. S/He will execute other duties in the unit as needed in support of the operation. S/He will display strong leadership skills independently and as a team, overseeing a team of staff within the unit. S/He will promote safe work habits throughout the operation, evaluating accidents and observing work processes. S/He will be knowledgeable about ingredients and preparation methods of foods served, especially with regards to the presence of potential allergens.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact