



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

POSITION TITLE: Casual Team Member, Kitchen Porter

DEPARTMENT: Food Services

REPORTS TO: Food Services Team Leader

General Accountability

Reporting to the Food Services Team Leader, the incumbent is a member of Renison University College Food Services team, who work closely together to ensure that clients and guests receive the highest level of customer care while adhering to all guidelines for food preparation, recipe adherence and catering standard excellence.

The Kitchen Porter is a frontline position requiring the incumbent to work in a post-secondary food services environment. As such, various accommodations may be required:

For example:

- Adjusting work schedules and periodicals to meet timelines
- Adjusting service levels to meet guest's requirements

All tasks are to be performed or prioritized in accordance with the Department's standards of health and safety and quality assurance. Additionally, the incumbent will represent Renison in a manner consistent with the values, goals, and strategic directions of the University College.

Nature and Scope

The incumbent is ultimately responsible to provide and maintain a high standard of customer service and work effectively in a team-based environment.

- **Interpersonal Contacts** – maximum customer service is maintained by promoting internal contacts. The Team Member is required to nourish positive relationships with guests who range in age and maturity, and departmental colleagues across Renison. Contact with external constituents is minimal and is generally deferred to a Team Leader.
- **Decision-Making Authority** – this position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve direction from appropriate personnel including the Team Leader.
- **Level of Responsibility** – this position has defined duties and responsibilities and receives direct supervision.
- **Physical and Sensory Demands** – this position is physically demanding and includes but is not limited to: occasional extreme temperatures, lifting and other repetitive movements, and long periods of standing. The position further requires mental alertness and spontaneity.

Key Accountabilities

- To wear a clean, pressed and correctly worn uniform including name badge everyday
- To wear all appropriate and company regulated PPE's, including but not limited to non-slip shoes and cut resistant gloves
- Follow all quality assurance guidelines for personal cleanliness and hygiene
- Follow all quality assurance guidelines for workplace cleanliness
- To receive stock, store and check for quality and quantity, ensuring that all stock is dated and rotated to prepare all necessary food items in a timely manner
- To operate all necessary equipment required to produce items in a safe manner and as otherwise proscribed by the manufacturer
- To report any health and safety issues including all accidents and near misses immediately to a designate member of the health and safety committee/team.
- To report any quality assurance issues to an immediate supervisor or team lead on duty.

Qualifications

Education:

High School Diploma or equivalent

Experience:

Some experience in the Food Services field is preferred. A demonstrated capacity for the following is required:

- Interpersonal skills using tact, patience and courtesy
- Product labels/instructions understanding for safe and appropriate use
- Read and understand Safety Data Sheets (SDS)
- Record keeping techniques
- Safety best practices and work methods knowledge

Compensation

In exchange for accepting the position, a Casual Team Member, Kitchen Porter will be compensated \$16.00 per hour, in addition to vacation pay, by Renison University College, and will work approximately 5-20 hours per week.

Working Conditions

Travel: None

Working Hours: to be arranged, evening/weekend work required

Risks—physical and psychological:

Psychological risks:

- Some pressure associated with deadlines.

Physical risks:

- This role requires completion of repetitive tasks of a physical nature. There is also exposure to temperature extremes and moderate exposure to chemicals.