



## Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<b><u>1. Department Name:</u></b> Wind Dancer		<b><u>2. Position Title:</u></b> Lead Server/Service Supervisor	
<b><u>3. Department Budget #:</u></b> 40		<b><u>4. Physical Work Address:</u></b>	
<b><u>5. Name/Title Supervisor:</u></b> Director of Food & Beverage		<b><u>6. Supv. Cell Phone:</u></b> N/A	<b><u>7. Supv. Work Phone:</u></b> 505-867-9190

### 8. Position Status:

Regular  \_\_\_\_\_  
 Seasonal \_\_\_\_\_  
 Occasional \_\_\_\_\_  
 Emergency \_\_\_\_\_  
 Contract \_\_\_\_\_

Full Time  \_\_\_\_\_  
 Part Time \_\_\_\_\_  
 Exempt \_\_\_\_\_  
 Non-Exempt \_\_\_\_\_

Pay Grade \_\_\_\_\_  
 Pay Step \_\_\_\_\_

### 9. In one short paragraph, summarize the main purpose of the position to include duties and responsibilities and/or services provided. Human Resources will use this text when posting this position for hire.

Must be organized, able to communicate well with public and staff. Complete knowledge of restaurant procedures. Bar, supply, & food ordering, inventory, & COGS background. Communicate well with kitchen personnel. Experienced in all facets of running a restaurant including but not limited to hostess, wait assist, bartending, serving. Complete register system knowledge.

### 10. Minimum Qualifications: Must be 21 years of age and possess current Alcohol Server Permit and maintain validity of Alcohol Server Permit throughout employment with SAGC. Must have Food Handlers Certification and maintain throughout employment with SAGC. Must have valid driver's license and maintain throughout employment with SAGC. Read, write, and speak English.

### 11. Knowledge required – Follow restaurant procedures, Aloha register system, Use of computer (spreadsheets, data entry etc), phone system.

**Skills required** – Great organization & leadership skills. Professional phone skills

**Abilities required** – Professional customer relations, bend and lift up to 20 lbs. Multi-task all areas

**12. List the duties and responsibilities of the position.**

**Duties/Functions/Tasks**

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- Arrive to work on time in clean and professional attire.
- Supply & bar ordering
- Monthly food & bar inventory.
- Be familiar with service in the dining room & be able to work as needed.
- Have some menu development and ability to create daily specials.
- Be very familiar with Aloha system
- Keep open line of communication with all managers. Incorporate a teamwork mentality with all areas. Be open and friendly to all guests.
- Computer work, generate needed forms to run restaurant. Be aware of any nightly specials, coupons, promotions. Create good customer relations with all guests.
- Be aware of all happenings in restaurant including but not limited to restaurant, large parties, wine dinners, banquets. Generate monthly calendars with upcoming large party reservation. Input large reservations into open table system and mark off appropriate time off in reservation book to accommodate the group. Keep files on upcoming large parties, including golf events, and follow through to complete them.
- To follow all other guidelines - with respect to each station/position - as set forth periodically and communicated to all personnel by management.
- Schedule servers to provide over the top service.
- Coach and develop staff.
- Use progressive disciplinary action per policy, when necessary.

Maintain a clean, safe work environment and report accidents, injuries and unsafe work conditions immediately to supervisor. Ensure uniform and personal appearance are clean and professional. Review and follow the Employee Policies and Procedures handbook. Maintain confidentiality of proprietary information and protect SAGC assets. Notify supervisor of any important issues as necessary.

Develop and maintain positive working relationships with all staff, and support SAGC to reach common goals.

Attendance and punctuality at work are essential functions of this position.

Perform other related duties as assigned by the Restaurant and/or Executive Chef. Will be under direct supervision of the Food & Beverage Manager.

Perform and maintain temperature records for health department.

Create & manage Employee Schedules.

Have basic knowledge of kitchen operations.

Train, coach, develop, and review all Front of House employees.

**13. SUPERVISORY RESPONSIBILITIES (Must be reflected in Section 12)**

NO, the position does not directly supervise others

YES, the position directly supervises others on a regular basis. If yes, then list all positions supervised by this position and rate the level of supervisory authority exercised by this position for each supervisory action listed. 1. Directly supervises servers, including beverage cart servers.

**Level      Definition of Authority**

1 = Supervisor effectively recommends and/or takes action.

2 = No authority.

Position Title(s) Supervised.	Supervisory Actions								
	Interview/ Hire	Assign Tasks	Evaluate	Promote	Transfer	Settle Disputes	Terminate	Discipline	Discharge
Servers	2	1	2	2	2	1	2	2	2
Bartenders	2	1	2	2	2	1	2	2	2
Hostess/WA	2	1	2	2	2	1	2	2	2

**PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS  
(NA-Not applicable, NE-Not essential, O-Occasional, F-Frequent)**

	NA	NE	O	F
Speaking				X
Hearing				X
Interacting with others				X
Seeing in limited light				X
Seeing objects at a distance				X
Seeing objects peripherally				X
Seeing close work (e.g., typed print)				X
Distinguishing colors				X
Reading				X
Writing				X
Calculating				X
Editing				X
Evaluating				X

	NA	NE	O	F
Interpreting				X
Organizing				X
Standing				X
Sitting				X
Walking				X
Running			X	
Bending, Twisting, Kneeling				X
Pushing/Pulling				X
Climbing (includes into/out of cramped spaces)				X
Crawling (includes into/out of cramped spaces)				X
Repetitive motion of hands/fingers				X
Grasping with hand, gripping				X
Lifting/carrying 10-25 pounds				X
Lifting/carrying 26-50 pounds				X
Lifting/carrying more than 50 pounds				X
Driving (regular class D license – list under # 22)	x			
Work in/exposure to inclement weather			X	
Work at heights (e.g., towers, poles)		X		
Exposure to dust, chemicals, or fumes, exhaust			X	
Exposure to loud noises			X	
Exposure to needles or sharp implements			X	
Exposure to electrical current (not outlets)		X		
Use of hazardous/dangerous equipment and/or machinery (e.g. chainsaws, explosives)		X		

**14. List machinery, tools, equipment, instruments, vehicles, computer hardware/software, etc., required to perform the essential duties of the position (e.g. car, fire apparatus, calculator, bulldozer, drill, Excel, etc.)**

Calculator, register, computer, cappuccino machine, wine opener, dishwasher, glassware washer, knives, light fireplaces and vacuum, basic office equipment, and all kitchen equipment.

**15. List any license (i.e. driver's license), registration, permit, certification, physical or other standards etc. required by tribal, state or federal law, or regulation as necessary to perform the duties and responsibilities of the position. Please be specific.**

Drivers license, alcohol server permit, food handling.

16. **List any laws, rules, regulations, standards, codes, or other regulatory guides regularly used in performing the work. Examples are tribal law, statutes, federal regulations, professional standards, building codes, trade practices, and procedure manuals. Please be specific.**

Employee manual and knowledge of all opening and closing duties of all restaurant departments.

17. **Employee Certification** – I certify that I have read the above statements and agree to perform accordingly to the best of my ability.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

18. **Supervisor/Manager/Director Certification** – I certify that I have read the above statements and that they are accurate and complete to the best of my knowledge.

Signed \_\_\_\_\_

Date \_\_\_\_\_