



Student Supervisor Job Description

General Summary

Perform supervisory duties in assistance to or in place of the student assistant managers and members of the ISU Dining management team.

Starting Pay rate: \$14.50 or \$15.50 (Bakery, Catering, Gentle Doctor Café) per hour

Duties and Responsibilities:

- Supervise and coordinate food service activities
- Supervise student employees by assuring proper policies and procedures are being followed
- Train new and returning student employees using proper procedures and Personal Protective Equipment provided
- Ensure safety, sanitation, and service policies are being met
- Answer questions and direct the activities of other student employees
- Practice excellent communication and customer service skills
- Assure all register transactions and refunds are correct, balancing daily activities
- Assist with office duties
- Oversee the opening and closing of the facility
- Additional duties as needed

Required:

- Must be enrolled as an undergraduate or graduate student at ISU, enrolled in at least one class
- Must maintain a GPA of 2.0
- Able to follow verbal and written instructions
- Fundamental understanding of safety, sanitation, cleanliness and personal hygiene
- **Regular, predictable, and reliable attendance and communication with managers**
- Able to work as location schedule requires, including weekends, early mornings, and late nights
- Must be willing to work opening week, entire semester, and through finals week
- All scheduled hours must be supervisor hours, unless given permission from manager. Non-supervisor hours may be picked up using the substitute system
- Attend/complete all required trainings and meetings; Dining Student Worker Training prior to promotion and Supervisor training series completed within 2 months or less of promotion, plus annually as required
- Previous experience as an ISU Dining student employee is preferred

Physical Requirements

- Work with frequent interruptions and maintain emotional control under stress
- Frequent standing, stooping, bending, kneeling, pushing and pulling. The employee must frequently lift and/or move up to 50 lbs



Working Conditions

- Moderate exposure to extreme hot and/or cold temperatures; excessive humidity, dampness/chilling; or noise, intermittent fumes, smoke, gasses, or solvents (degreasing agents); grease and oils; work around machinery with moving parts; and moving objects; work with hands in water
- May be required to work additional hours as dictated by the workload and staffing, including special events

Student Learning Framework

Knowledge

- Knowledge of food, food ingredients, and nonfood products; their application and preparation
- Employee must have knowledge in departmental policies and procedures, maintenance, safety practices, quantity cooking, food handling, and sanitation

Teamwork, Collaboration, & Good Citizenship

- Demonstrate ability to motivate and direct individuals of differing backgrounds and cultures
- Demonstrate openness, inclusiveness and ability to interact respectfully with all people and learn from divergent viewpoints
- Work from broad direction with limited supervision

Communication

- Knowledge of the structure and content of the English language including the meaning and spelling of words
- Ability to read and follow labels on chemicals
- Effectively communicate verbally and in writing in a professional manner
- Demonstrate active listening skills to receive ideas of others

Innovative, Critical Thinking/Problem Solving

- Ability to work under pressure to resolve problems as they arise
- Identify, analyze and address problems and trends in a timely, efficient, and equitable manner
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Organize activities in order to complete tasks in accordance with priorities, address multiple demands, maximize productivity, or meet deadlines
- Use mathematical skills to successfully complete job tasks

Leadership

- Ability to exercise considerable initiative and sound judgement
- Focus attention on tasks, which may be complex, routine, or repetitive, without losing concentration or becoming distracted by external activities
- Adapt to interruptions, equipment failures, unusual demands, or changing priorities
- Employ and enforce safety procedures and practices
- Recognize and address any discrimination or harassment issues



Professionalism

- Highly motivated and responsible self-starter who is service and customer oriented
- Demonstrate ability to manage one's own time and the time of others efficiently
- Establish and maintain effective working relationships with employees, the public (especially the student population), and other agencies

Technology

- Skillful in the operation and cleaning of food service equipment
- Demonstrate proficiency in computer systems and is PC literate
- Integrate and utilize all technology ethically and efficiently

Career, Team and Self Development

During their period of employment, successful Student Supervisors will learn how to: effectively identify and resolve problems pertaining to facility operations, speak and write professionally when communicating with dining staff, consumers, and outside vendors, as well as understand the importance of working with and listening to the ideas of culturally diverse individuals. Student supervisors will have developed skills in food safety and technology use.

ISU Policies Regarding Hours

Iowa State University requires students not work in excess of twenty hours per week at all University jobs combined, Sunday through Saturday, when classes are in session. Employees must notify ISU Dining of any other campus jobs immediately. All facilities require a minimum of 10 hours of work per week. Some students are eligible to work until the end of the month in which they graduate. However, immigration regulations allow international students to work only through the Friday of finals week for the semester in which they graduate.

Job Description Change

Every effort has been made to make this job description as complete as possible. However, this job description may be changed without notice when in the best interest of the unit. When changes are necessary, a written addendum will be added to this job description.

Statement of Understanding

I have read this job description and understand its contents. I also understand this job description is not intended to be and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or working conditions associated with my position.

I further understand that my employment is at will, and thereby understand that my employment may be terminated at will by ISU Dining or myself with or without notice.

Employee Signature

Date