Catering Student Supervisor

Department: Dining and Culinary Services

Location: Catering/Central Production

Compensation:
- Level 1 – $9.80 per hour
- Level 2 – $10.05 per hour
- Level 3 – $10.55 per hour

Hours:
- Catering Student Supervisors work an average of 17 hours a week, with shifts varying depending on events and availability.
- Some weeks there may not be events scheduled and as a result, no hours of work required. Students are invited to work in an additional unit to supplement their catering hours.
- Summer hours may be available.
- Additional Scheduling Notes:
  - Academic Year 2016-17:
    - Mandatory Fall 2016 supervisor training begins Monday, August 22nd.
    - 40 hours per week during training
    - Mandatory January 2017 supervisor training begins January 12th, 2017

Qualifications:
- Must be able to lift 50 pounds.
- Preference given to applicants with catering experience

Position Summary:
A Dining and Culinary Services Catering Student Supervisor is responsible for directing Catering Team Members in providing exceptional customer service at catering events and maintaining a respectful, productive work environment. In this position, students are expected to support Team Members and provide training and supervision to ensure that they can excel in their tasks.

Supervisor: This position is supervised by the Head Student Supervisor.

Duties & Responsibilities:
Division of University Housing is committed to demonstrating our Core Values: **Care** in how we approach people and our work; **Creativity** in solving problems; **Integrity** in our interactions with staff and customers; **Optimism**, focusing on opportunities and positive outcomes; **Respect** for the differences, strengths, and potential in people; **Stewardship** of human, financial and natural resources; and **Excellence** in customer satisfaction and communication.

- Work independently and supervise staff at events.
- Set up for catered events, including arranging food tables, beverage tables and bars, and breaking down after catered events
- Work alone at smaller catered events, and solely responsible for customer service and satisfaction and food safety at those events.
- Assist Central Production and Catering staff to prepare for catered events by preparing food items and supply carts
- Load and unload Catering food and supplies from truck, including some moderate lifting.
• Recruit student labor for catered events.
• Miscellaneous office tasks.
• **Additional Level 2 Criteria:**
  o Catering Student Supervisors would need to accumulate 350 hours worked in their current position to become eligible for the Level 2 pay rate.

• **Additional Level 3 Criteria:**
  o In addition to accumulating 350 hours worked in their current position, Catering Student supervisors must meet the following requirements:
    ▪ Must achieve 7 of the 10 Team member requirements
    ▪ Must achieve 3 of the 4 Supervisor specific criteria consistently
      • Understands impact of position
      • Works to make operation more efficient
      • Handles employee and guest concerns with discretion
      • Encourages and builds upcoming student leaders
  o Note: Level 3 pay rates will be considered at the following WiGrow discussion point, not in conjunction with the Level 2 increase

**Knowledge/Skills:**
• Knowledge of Dining operation
• Ability to work collaboratively and independently
• Strong leadership and communication skills
• Attention to detail and organization
• Ability to creatively problem solve

**Application Instructions:**
• To apply, go to [https://onlineservices.housing.wisc.edu/hronlineapp/index.jsp](https://onlineservices.housing.wisc.edu/hronlineapp/index.jsp) (under 2016-17) and submit your online application, including work history.
• Deadline to ensure priority consideration is **11:59pm on Tuesday, February 23, 2016.**

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