



Service Captain – Full Time

SUMMARY

Heritage on the Marina is actively recruiting for a dedicated service captain to join our dining services team. Our organization, one of San Francisco's longest serving continuing care retirement communities, is located in the Marina District. We set ourselves apart by our conscious commitment to serve as a model of excellence for senior care. For more information on our organization, please visit: www.heritagesf.org.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Under the direction of the Assistant Director of Dining Services, the Service Captain oversees the daily operation of the main dining room by assisting residents and servers.
- When required, the service captain may need to step into a dining room server role.
- Prepares station in dining area for service according to dining room procedures.
- Communicates information about menu selections to residents. Take food orders. Serves food in accordance with the selections made.
- Mediates any resident complaints and requests, when possible, or communicates problems and requests to the Director of Dining Services.
- Maintains a clean and organized work environment. Follows safe serving and food handling procedures.
- Completes daily side-work assignments.
- Prepares trays and delivers to residents when necessary. Assists in tray line.
- Wears required Heritage uniform. Attends required company and department meetings.
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

No prior experience or training is required

LANGUAGE SKILLS

Must have excellent interpersonal communication skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively to residents, visitors, Board Members and other employees of Heritage on the Marina, in person or by telephone. Excellent verbal and written English skills are required.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to resolve problems related to the work performed

OTHER SKILLS AND ABILITIES

Servers must be understanding toward older people. Must be polite and exhibit respect toward all Heritage residents, guests, staff, and the public. Must have good personal hygiene.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job requires the employee to be on his or her feet for extended periods of time, walking or standing at the buffet table. Employee must be able to lift trays of dishes; use hands to finger, handle, or feel objects, utensils, food, etc. Must be able to hear and speak. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate.

COMMENTS

In emergency situations or when the building alarm system is activated, must be able and willing to respond appropriately, following instructions as provided by the Environmental Services Department, alarm system contractor, and San Francisco Fire Department.

OTHER

We are searching for local candidates in the San Francisco Bay Area since relocation assistance is not available.