

**CITY OF SPRINGFIELD  
BANQUET SERVER  
JOB DESCRIPTION**

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<b>JOB TITLE:</b>	BANQUET SERVER
<b>SUPERVISION:</b>	Reports to Community Development Director
<b>EFFECTIVE DATE:</b>	March 2024
<b>FLSA STATUS:</b>	Non-Exempt
<b>PAY GRADE / RANGE:</b>	Grade 1
<b>HOURS WORKED:</b>	Part Time Intermittent – By Request

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**SUMMARY OF POSITION:**

This position is responsible for the service of all banquets and banquet related food and beverage operations for the Springfield Area Community Center / Event Center.

**SUPERVISION RECEIVED:**

Works under the administrative oversight of the Community Development Director and/or the event's Host.

**SUPERVISORY FUNCTIONS:**

None

**EQUIPMENT/JOB LOCATION:**

The primary work location for this position is Springfield Area Community/ Event Center. Typical equipment used include: coffee maker, dishwasher, and other small kitchen appliances.

**PRIMARY / ESSENTIAL FUNCTIONS OF THE JOB:**

- Maintain a commitment to customer service and guest satisfaction. Perform all guest contact activities such as serving food and beverages, clearing tables, answering guest questions, etc. in a cordial, efficient and professional manner.
- Ensure that the food and beverage is served while maintaining a consistent presentation . Know and follow good handwashing techniques.
- May assist in food, beverage, equipment, china, glass and silver inventories as requested.
- May assist in event setup or tear down, including but not limited to tables, chairs, linens, etc.
- Maintain a cooperative, team-like attitude in working with supervisors, caterers, bar staff, and fellow employees.
- Reports when scheduled and follows dress code. (Black or white, modest top; black pants, no yoga pants; close toed shoes.)
- Follow all sanitation procedures including safety guidelines and OSHA requirements. Ensure the proper handling and cleaning of all equipment, china, glass and silver.
- Assists in organizing equipment for events as well as cleaning, maintaining and looking after equipment during and after events.
- Know and follow Banquet Event Order details provided by the Community Development Director or Host for the event.

- Clear tables, empty garbage cans, clean messes, and prepare facilities as needed throughout the event.
- Make sure all storerooms are clean, organized and secured during and after events.
- Host may be asked to close down facility including making sure all immediate needs of the facility are met, all guests are cleared of the building, and all entrances are secured at the end of the night.
- Know safety exits and AED location. Assist with maintaining a safe environment.
- Immediate communication of special requests, guest problems, safety or other concerns to Community Development Director or Host for the event.
- Performs other related duties as assigned by management for the Community Center / Event Center's staffing and performance needs.

**REQUIRED SKILLS / ABILITIES:**

- Ability to assist in maintaining a positive and motivated office work environment.
- Ability to be friendly, professional, polite and helpful in dealing with customers and employees.
- Considerable ability to deal courteously with the public and represent the city in a positive and professional manner.
- Ability to effectively work with and maintain relationships with Supervisor, coworkers, contracted staff, and the general public.
- Ability to communicate effectively both orally and in writing.
- Must be able to work independently with little or no supervision.

**PHYSICAL DEMANDS:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Must be able to frequently stand and walk; talk and hear; use hands and fingers, handle or feel objects, tools or controls; reach with hands and arms.
- Considerable ability to hear and speak when conversing in person.
- Ability to stand and walk for the duration of the scheduled shift with frequent bending, stooping, crouching, etc.
- Specific vision abilities required include close vision, distance vision, peripheral vision and the ability to focus as it relates to tasks such as reading, writing, and interaction with others.
- This position may occasionally require the employee to lift and carry up to 50 pounds including occasional climbing of steps/ladders.

**MINIMUM QUALIFICATIONS:**

- Ability to perform the required physical demands of the job.
- Some High School or other GED program.
- Must be at least 16 years of age or older.

**NON-DISCRIMINATION STATEMENT**

The City of Springfield will not discriminate against any employee or applicant for employment because of any legally protected class or status.

*(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the employer and requirements of the position change.)*