

**Job Title:** Benny's Diner Shift Supervisor

**Reports to** Benny's Diner Director Team, General Manager

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**Job Purpose:**

Benny's Diner is one of the student-run businesses operated by Penn Student Agencies. In addition to diner style dining, Benny's Diner will offer enthusiastic service, and quality products in a convenient location. It will be built into a go-to spot for students on campus looking to feel a little bit of homestyle comfort. The Shift Supervisors will be responsible for shift operations and will assume responsibility when either a member of the Director Team or the General Manager is not present. This position is responsible for assigning roles for associates on each shift and maximizing performance and customer service. They are responsible for organizing daily food prep responsibilities and maintaining food safety compliance standards while on shift.

**Duties & Responsibilities:**

- Supervise and organize artisans on shift
- Make change for the registers when necessary
- Accurately count, close the registers, and prepare the deposit bag at the end of each day
- Ensure the diner is properly stocked and opened every day
- Ensure the diner is properly cleaned and closed every day
- Enforce social-distance and other COVID-19 safety guidelines and duties while on shift

**Attendance Requirements:**

- One open and one closing shift per week
- Monthly hour-long agency meetings (determined by employee availability)
- On-time to scheduled shifts
- Minimum 50% of PSA GBM's (2 of 4 per semester)

**Preferred Experience & Skills:**

- Must be reliable, organized, responsible, able to delegate work, able to work under pressure, and a strong leader.
- Previous customer service and food service experience is a plus.

**Acquired Experience & Skills:**

- **Preparing Deposits:** developed through conducting opening and closing procedures to account for daily earnings.
- **Delegation of Tasks:** gained through the organization of staff while on shift to assure all tasks are completed.
- **Staff Management:** gained by leading employees, assuring they're following expectations, and keeping a positive attitude while on shift.

**Wage:** Starting at \$9 per hour depending on experience.

**Hours:** 10-14 hours per week

- ★ PSA employment for the Spring 2021 Semester will be on a temporary basis pending University operations and the state of the pandemic. Positions will be filled as needed. Offers may be further extended at the discretion of the Executive Director.