



# Student Labor Position Description

## Single WLS Level Form

Department Name: Dining Services

Org. #: 3152

Position Title: Student Manager

WLS Level: 5 Position Code: S83123

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: 2009

---

### WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
  1. All entering students during the first year of enrollment (or first term if entering mid-year); and
  2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

  1. Student managers in the department; or
  2. Students responsible for managing highly technical positions within the department; or
  3. Master level student artisans
- **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation...*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

  1. Supervision of other student managers; or
  2. Supervision of students in highly technical positions
- **WLS UC -- Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, Chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

---

#### I. WLS Level: 5

#### II. Description of Duties for This Position:

- A. Be competent in all student labor positions within the unit
- B. Manage an entire shift
- C. Supervise all student workers
- D. Interact with customers in order to facilitate feedback for service
- E. Counsel student workers in the event of difficulties during the shift
- F. Be able to use good judgement to manage unforeseen events during shift
- G. Set up and run the cash register/scanning system during the meals in the Dining Hall or Café
- H. Reconcile cash register at the end of the shift
- I. Ensure the the building is locked up and everyone is out at the end of the shift
- J. Set up, organize and run any student theme meal and campus wide catering events
- K. Take disciplinary measures for student workers as needed
- L. Take on special projects such as marketing, a theme meals, and student training

- M. Will be required to work some breaks and holidays as well as summer
- N. Perform other job duties as assigned

**III. Learning Opportunities for This Position:**

- A. Learning the basic operation of a dining service operation
- B. Complete mid year and year end student evaluations
- C. Develop a high level of customer service through class room training as well as on the job
- D. Counseling and Conflict Resolution
- E. Basic accounting and auditing skills
- F. Time management
- G. EEO Training, Affirmative Action, and Sexual Harassment Training
- H. Food and Physical Safety Training
- I. Scheduling of student workers
- J. Basic marketing skills

**IV. Qualifications Needed For This Position:**

- A. Be on time and in uniform
- B. One year as a student manager assistant
- C. Good verbal communication skills and a good work ethic
- D. Able to work with little or no supervision
- E. Must know how to set up, staff and operate all equipment in each position
- F. Basic cooking skills
- G. Must be in good academic standing with the college
- H. Must not be on any type of college probation for consecutive terms
- I. Must be a second semester Sophomore or higher
- J. Must be able to work well with others and handle stressful situations
- K. Must be able to lift 25 lbs