



## **POP ROC BACK OF HOUSE SUPPORT**

### **SUMMARY**

POP ROC provides casual dining with an emphasis on experience. We are a fun place where everyone can participate, learn, and experience pop culture of the past, present, and future in a safe and exciting atmosphere. We consider ourselves a variant in the world, a place that is rare, unique, and special. Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

A POP ROC Back of House Support (BOHS) is passionate about pop culture and service while sharing our core values of fun, creativity, safety, and community. They are the primary support for the back of the house staff and serve as their additional set of hands. Some responsibilities include cleaning dishes, equipment, the back of house floors, and other projects as needed. They are also responsible for putting away dishes and equipment, stocking servings stations and refrigerators, and assisting in the prep and expo of food when needed.

The BOHS is a team player, thrives under pressure, can take direction, is detail oriented, and willing to get their hands dirty.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Maintain proper hygiene, a positive disposition, and appropriate restaurant attire and appearance in accordance with NYS health and safety regulations.
- Maintains a clean kitchen, properly washes and sorts soiled dishes, and preps foods as needed.
- Keeps the dish area clean, free of clutter and organized.
- Sets up and maintains three-bay sinks.
- Maintains clean and dry back of the house floors throughout the shift.
- Properly washes, stacks, and stores dishes, pots and pans, equipment and silverware.
- Changes water of sinks every two hours, or more often as required by business levels, and properly uses chemical dilutions.
- Assists in the timely storing of food deliveries.
- Maintains the back of the house trash cans throughout shifts and removes full trash cans and boxes at the end of each shift.
- Maintains the dry storage area and the organization of storage shelves as needed.
- Assists in food prep and any other duties set forth or requested by the Back of House Lead or Cook as needed.
- Identifying and targeting areas in which the company can improve operations.
- Availability to work within open hours (e.g. evenings, holidays, weekends)
- Working as part of a fun, high-energy team.
- Adhering to all food safety regulations and quality controls.
- Keep abreast of food trends, pop culture news and trends.
- Participate in the execution and clean up of in-house and/or catered events.

*UPDATED MAY 07, 2023*



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- Available to attend team meetings to keep feedback loop going and increase efficiency to build company sustainability.
- Complete any additional training needed to abide by NYS laws and regulations and set forth by management.
- Driving sales and guest satisfaction to meet sales and guest service goals.
- Adhere to core values and company policies at all times.
- Responsible for clocking in and out for your shift

### **JOB TYPE**

- Up to 14 hours per week \*Subject to change according to business needs

### **COMPENSATION**

- \$14.20/hour

### **REPORT TO**

- Back of House Lead
- General Manager

### **EDUCATION/EXPERIENCE**

- Excellent guest service skills.
- Self-motivated with a high energy level.
- Ability to handle a fast-paced and high pressure work environment
- Knowledge of menu items.
- Excellent time management, organization and attention to detail skills required.
- Solid references.

### **LANGUAGE ABILITY**

- This position requires excellent listening skills, as well as written, verbal and group communication skills.

### **MATH ABILITY**

- This position requires basic math skills.

### **REASONING ABILITY**

- This position requires problem-solving and decision making skills, and the ability to be flexible and adapt in any situation. This position requires the ability to take direction well.

### **COMPUTER SKILLS**

- Must be proficient with the use of the internet.
- Must be proficient in Gmail, Google Calendar, Google Docs, Google Sheets, Google Slides, and other appropriate software.
- Previous experience using restaurant point of sale tools such as Square a plus.

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## POP ROC BACK OF HOUSE SUPPORT

### PHYSICAL DEMANDS

- Ability to move, bend, and stand for extended periods.
- Ability to lift boxes up to 50 lbs and finding appropriate solutions to lifting 50+lbs when necessary.
- The use of hands and arms to reach for, grasp and manipulate objects is required.
- Finger dexterity may be required for washing and putting away dishes, preparation and presentation of food, and serving food.

### MISSION & FOCUS

- Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

### VISION

- Become a leader in the food service industry as an advocate for our community.
- Work with and help shape the next generation of community leaders.
- Become nationally recognized as a popular culture destination.

### CORE VALUES

- **Creativity** - We foster an environment where we believe all things are possible.
- **Safety** - Be a safe environment where people feel welcome, comfortable, and included.
- **Community** - Build relationships within our community to make a positive difference.
- **Fun** - Create an experience that is desirable and enjoyable for everyone.

*The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.*

*It is the policy of POP ROC to provide equal employment opportunity (EEO) to all persons regardless of race, age, color, national origin, citizenship status, physical or mental disability, religion, creed, gender, pregnancy, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. In addition, POP ROC will provide reasonable accommodations for qualified individuals with disabilities.*