

Position: Dining Room Supervisor

About Us: Silver Bay YMCA Conference & Family Retreat Center was founded in 1902 and is in Silver Bay, NY. Its 700-acre campus along one mile of Lake George shoreline offers a wide breadth of programs for all people and ages. Silver Bay YMCA presently employs ~50 full-time staff members plus a seasonal staff of ~200. Silver Bay YMCA is consistently ranked one of the top ten family reunion sites in the country and is on the National Register of Historic Places with the U.S. Department of the Interior. Silver Bay is engaged in various on-going modernization projects, including the newly opened \$14 million William Boyd Center. As a mission-based organization, Silver Bay YMCA offers a broad range of community outreach programs.

Mission: To foster relationships, strengthen communities and nurture spirit, mind and body for all

Impact: Because of Silver Bay YMCA, connections between people and family are stronger. People are more connected, respectful, and caring. They have the confidence to develop to their full potential and to positively impact the communities in which they work and live. As a result, communities are more dynamic, inclusive and diverse. As stewards of Lake George, we inspire people to be stewards of the environment while they are visiting our magnificent campus and in their home communities.

Classification: Full-Time/Non-Exempt

Salary and Benefits: \$16.00 - \$19.25...Salary commensurate with experience. Excellent benefits package including health insurance, dental and vision insurance, retirement, paid time off and more.

Application Deadline: Applications accepted until the position is filled. Interviews for qualified applicants will begin immediately. Applications accepted until the position is filled. Interviews for qualified applicants will begin immediately.

General Function: The DRS/HTL has broad array of responsibilities related to the successful management of the dining room and customer service functions involving food service campus wide. These responsibilities include staff training, team development, participating in the building and execution of staff meeting agendas, supervision and support of Dining Room Team Leaders, staff evaluation, and guest relations. Areas of focus are Dining Room staff performance, service to guests, and cleanliness of the Dining Hall.

The DRS/HTL has a focused responsibility to monitor the flow & maintain the excellent level of service being provided by the staff in the dining room during meal times.

Assist the Banquet & Dining Manager with the setup and execution of catering and special events on and off premises.

Qualifications:

The DRS/HTL must possess strong organizational skills, have the ability to multi-task, understand customer service principles, and practice strong leadership skills.

High School Diploma or equivalent required. Work experience related to customer service required. Sound verbal, writing, and mathematic skills. Basic working knowledge of computers. Excellent interpersonal skills are required for developing a staff team and relating to guests.

Work experience skills required includes use of direct customer service skills, food service supervisory work, and working with a team.

Principle Activities:

- Managing a customer service-oriented team.
- Working closely with Conference & Program Services and the Kitchen to execute catered functions both on and off premise.
- Assist in Planning & help run staff meetings
- Assist in Staff training related to Dining room procedures and customer service.
- Training and support of Dining Room team.
- Supervision of the flow of traffic in the dining room.
- Assistance in general cleaning and maintenance of the Dining Room.
- Participation in Staff Meetings and any tasks related to providing excellent customer service to our guests.
- Being a member of a TEAM focused workplace and maintains a high-spirited attitude to keep the moral of the staff up.
- Participate and promote all Silver Bay YMCA special events and fundraising activities.
- Report all accidents and incidents involving self, participants, guests, and other employees.
- Maintaining good personal hygiene, professionalism, and personal sanitation at all times.