



NAF Vacancy Announcement
NAF Human Resources Branch
MARINE CORPS BASE QUANTICO
 2034 Barnett Ave, Little Hall, Quantico, VA 22134
 COM: (703) 784-3454 DSN: 278-3454 FAX: (703)784-3460
 E-MAIL: Quantico.vacancies@usmc-mccs.org
 WEB SITE: www.quantico.usmc-mccs.org

POSITION:	Food Service Worker Leader (Starbucks) NL-2 *TWO POSITIONS AVAILABLE*		
ANNOUNCEMENT #:	202FL-FHB	OPEN:	23 Oct 2009
LOCATION:	MAIN EXCHANGE, BLDG 3500 STARBUCKS COFFEE SHOP	CLOSE:	9 Nov 2009
WHO MAY APPLY:	ALL SOURCES	SALARY:	\$9.60 per hour
TYPE OF APPOINTMENT:	FLEX	HOURS:	HOURS: Sunday-Saturday Operating hours are 0500-2100 Weekends & Holidays ** Hours subject to change based on business requirements**
<input type="checkbox"/> Background Check Required	<input checked="" type="checkbox"/> Health Card Required	<input type="checkbox"/> Valid Virginia Drivers License Required	

DUTIES AND RESPONSIBILITIES:

Leads NA-2 food service workers in the accomplishment of work. Relays instructions from the supervisor. Gets work started. Sets work pace. Demonstrates work methods, and provides work-related guidance. Ensures worksite materials and tools are available to complete work. Reports workplace injuries immediately to the immediate or higher level supervisor, and to the Human Resources office in the absence of the immediate supervisor. Checks with supervisor on problems. Checks on work and meets productivity goals. Ensures employees follow security, safety and housekeeping rules. Conducts on-the-job training and instructions. Performs supervisory duties in an emergency, or short-term and nonrecurring basis.

Performs tasks with several steps or sequences of tasks such as: setting up food service counters, and side service stands with hot and cold food and beverages, including desserts and condiments. Assists customers in the selection and purchase of specialty coffee beverages and whole bean sales. Provides quality beverages, such as espresso drinks, Coffee of the Week, Whole Bean and food products consistent with established recipe and presentation standards. Uses suggestive selling techniques to sell associated products. Serves food and beverages. Makes coffee in large urns according to the number of servings desired, with responsibility for timing and brewing. Serves food, pastries and beverages in standard portions by placing uniform amounts in small dishes, cups or glasses in prescribed quantities. Properly cleans dishwasher, any associated appliances inside and out, and maintains customer service area and equipment in a clean and appealing manner. Performs preventative maintenance on equipment according to established checklists and schedules. Follows store policies and procedures for operational flow. Follows established standards for merchandising, stocking, rotating and storing all products.

Develops and ensures implementation of an activity safety plan in accordance with the Base Safety Program. Conducts safety meetings. Advises employees of available safety regulations, instructions, materials and equipment. Promptly reports workplace accidents to the Human Resources Office and the immediate supervisor. Ensures safety training is provided to employees. Complies with OSHA standards and takes action to correct

unsafe or unhealthy working conditions. Ensures employees understand safety infractions that can result in disciplinary actions, and follows through with appropriate action. Ensures minimal loss of duty by complying with “Return To Work” program initiatives, and following up on employee well being.

Operates cash register and is responsible for own change fund.

Completes prescribed training.

Provides World Class Customer Service with an emphasis on courtesy. Assists customers and communicates positively in a friendly manner. Acknowledges customers, smiles and makes eye contact. Asks questions to determine, verify and solve problems. Checks for satisfaction on the quality of goods and services. Takes action to solve problems quickly. Alerts the higher level supervisor, or proper point of contact for help when problems arise.

Adheres to safety regulations and standards. Uses required safety equipment, and observes safe work procedures. Promptly reports any observed workplace hazards, and any injury, occupational illness, and/or property damage resulting from workplace mishaps to the immediate supervisor.

Adheres to established standards of actively supporting the principles of the EEO program and prevention of sexual harassment.

Performs other related duties as assigned.

Skills and Knowledge: Skill: to perform tasks with several steps and use judgment in the performance of sequential tasks; to lead employees in the accomplishment of work; to serve uniform individual portions and to avoid distractions, such as when several people ask for different items at the same time; to perform simple arithmetic; ability to read and follow instructions; and working knowledge of common sanitation procedures to prevent contamination, and perform work according to established safety guidelines.

Responsibility: To: perform work knowing what steps or sequences of steps are needed to complete the work; lead employees in accomplishing work; follow specific oral or written instructions when changes or new assignments are made; use judgment in deciding that the standards of sanitation, attractiveness, timeliness, safety, and service are met (i.e., serving and individual portioning); perform work as part of the crew. The supervisor periodically checks to see that work is done on time and according to instructions.

Physical Effort: Light to moderate physical effort such as frequently lifting or moving objects; constant standing and walking; ability to lift and carry objects up to 45 lbs independently and objects over 45 lbs with assistance.

WORKING CONDITIONS: Often uncomfortably warm and noisy, exposure to minor cuts, bruises, burns, and scalds, possibility of slipping on wet floors; exposure to extreme temperatures of hot kitchens.

GENERAL INFORMATION:

Applicants are assured of equal consideration regardless of race, age, color, religion, national origin, gender, political affiliation, physical handicap, marital status, membership or non-membership in an employee organization. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify MCCA HR at 703-784-3454. The decision on granting reasonable accommodation will be on a case-by-case basis. It is Department of Navy (DON) policy to provide a workplace free of discrimination and retaliation. The DON No Fear Act policy link is provided for your review. <https://www.donhr.navy.mil/NoFearAct.asp> As part of the employment process, the Marine Corps Community Services (MCCA) may obtain a Criminal Record Check and/or an investigative Consumer Report. For all positions requiring access to firearms or ammunition, the Federal Government is prohibited from employing individuals in these positions who have ever been convicted of a misdemeanor crime of domestic violence, or a felony crime of domestic violence adjudged on or after 27 November 2002. Selectees for such positions must submit a completed DD Form 2760, Qualification to Possess Firearms or Ammunition, before a final job offer can be made.

Direct Deposit of total **NET** pay is mandatory as a condition of employment for all appointments to positions within MCCS.

This activity is a Drug-free workplace. The use of illegal drugs by NAF employees, whether on or off duty, cannot and will not be tolerated. Federal employees have a right to a safe and secure workplace, and Marines, sailors, and their family members have a right to a reliable and productive Federal workforce.

FILING INSTRUCTIONS:

All candidates must submit a complete application or resume to MCCS Division, NAF Human Resources, PO Box 1397, Quantico, VA 22134-1397. Fax: 703-784-3460. E-mail: Quantico.vacancies@usmc-mccs.org

*INDIVIDUALS SELECTED FROM THIS ANNOUNCEMENT **MAY BE** CHANGED TO PART-TIME OR FULL-TIME AT MANAGEMENT'S DISCRETION WITHOUT FURTHER COMPETITION.*