

**THE CAPE COD HUMAN RESOURCES ASSOCIATION'S**

**2003 Cape Cod Compensation & Benefits Survey**

# **Hospitality Industry Job Descriptions**

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# 2003 Cape Cod Compensation & Benefits Survey Hospitality Job Descriptions

## FOOD & BEVERAGE JOBS

### **1. Banquet Manager**

Manages the daily operations of a banquet facility. Typically reports to a senior manager. *Associate's degree & 4 years experience.*

### **2. Catering Manager**

Plans, coordinates, and implements catered events. May lead and direct the work of others. *Associate's degree & 2-4 years experience.*

### **3. Lounge Manager**

Manages the daily operations of a lounge. Schedules and directs the work of others. *Associate's degree & 2-4 years experience.*

### **4. Restaurant Manager**

Manages the daily operations of a restaurant. Leads and directs the work of others. *Associate's degree & 4 years experience.*

### **5. Assistant Restaurant Manager**

Supervises the daily operations of a restaurant. Typically reports to a manager. *Associate's degree & 2-4 years experience.*

### **6. Baker**

Prepares breads, roll, muffins, etc., according to recipe. May check production schedule to determine variety and quantity of goods to bake.

### **7. Bartender**

Mixes and serves alcoholic and nonalcoholic drinks.

### **8. Chef – Banquet**

Plans and directs the preparation of food for large group functions. Responsible for production schedule to ensure appropriate quantities. *May require formal training and accreditation from a culinary institute and 2-4 years experience.*

### **9. Chef - Executive**

Plans and directs the overall kitchen operations including purchasing, inventory control, food production and planning menus. Typically reports to top management. *May require formal training and accreditation from an accredited culinary institute and at least 7 years experience.*

### **10. Chef - Pastry**

Coordinates events, creates dishes, and prepares a specialty of desserts, pastries, and baked foods. Typically reports to chef executive. *May require formal training and accreditation from an accredited culinary institute and 2-4 years experience.*

### **11. Chef - Sous**

Supervises and coordinates activities of cooks, cooking assistants and other kitchen staff. *May require formal training at an accredited culinary institute and 2-4 years experience.*

### **12. Cook**

Follows a menu to prepare and cook meats, fish, poultry and other foods according to proper preparations methods. *Requires 4 years experience.*

### **13. Counter Attendant**

Responds and attends to patron requests which includes taking food orders, serving beverages and prepared foods and completing takeout transactions. *0-2 years experience.*

### **14. Dishwasher**

Washes dishes, utensils and other cooking appliances for food establishments.

### **15. Food Preparation Worker**

Prepares sauces and cooks meat, vegetables and other foods according to proper preparations methods. Typically reports to a supervisor or a chef. *0-2 years experience.*

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## 16. Host/Hostess

Greets and seats restaurant patrons and assists in the daily activities of restaurant. *Requires a 2-4 years of experience.*

## 17. Server – Waiter/Waitress

Serves patrons. Takes orders for food and beverage and may provide guidance in food selection. Processes monetary transactions.

## LODGING JOBS

## 18. Convention/Meeting Manager

Plans, coordinates, and implements special events and other meetings, conferences and special projects. *Bachelor's degree & 5 years experience.*

## 19. Front Desk Manager

Supervises the front desk functions during an assigned shift, including supervising and scheduling employees. *Associate's degree & 2-4 years experience.*

## 20. Gift Shop Manager

Manages the daily operations of a gift shop including purchasing and inventory control. *May Associate's degree & 4 years experience.*

## 21. Hotel (Motel) Manager

Manages the overall daily operations of a hotel or motel. Provides supervision and direction to staff. *Bachelor degree & 5 years experience.*

## 22. Reservations Manager

Manages reservations process for hotel (motel). Provides supervision and direction to staff. *Associate's degree & 2-4 years experience.*

## 23. Room Service Manager

Manages the daily operations of room service operations. Provides supervision and direction to staff. *Associate's degree & 2-4 years experience.*

## 24. Baggage Porter

Carries and delivers luggage for guests to and from hotel rooms, automobiles, etc.

## 25. Bell Hop

Provides general services to hotel guests including escorting guests to rooms, carrying luggage, running errands and delivering items to rooms.

## 26. Concierge

Provides assistance to guests and handles a variety of personal requests. *2-4 years experience.*

## 27. Executive Housekeeper

Coordinates the daily operations of housekeeping and laundry services. *4 years experience.*

## 28. Front Desk Clerk

Registers guests and makes hotel room assignments.

## 29. Housekeeper

Cleans and organizes individual guestrooms and units daily.

## 30. Housekeeping Supervisor

Supervises the daily operations of the housekeeping services department. *2-4 years experience.*

## 31. Lifeguard

Monitors assigned swimming area to ensure the safety of visitors. Ensures that patrons obey safety rules. Must be certified as a lifeguard.

## 32. Linen Room Attendant

Provides linens and towels to staff and guests. Ensures adequate supply of inventory.

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### 33. Night Auditor

Verifies and balances entries and recorded financial transactions performed by various hotel departments during day. May perform duties of hotel clerk in smaller establishments.

### 34. Pool Attendant

Maintains pools and pool area including chemical applications and routine cleaning and maintenance of pool.

### 35. Reservations Clerk

Responds to questions and enters reservations and booking information into a computer system.

## ACCOUNTING / FINANCE

### 36. Accountant

Performs a variety of professional level accounting functions. May prepare quarterly statements, financial reports and supporting documentation. *Bachelor's degree & 3 years experience.*

### 37. Accounting Clerk

Performs one or more routine accounting operations such as posting journal entries, preparing invoices and balancing records. Follows up and resolves discrepancies. *1 year experience.*

### 38. Bookkeeper

Posts and maintains general and subsidiary ledgers. Prepares trial balances and assists in preparing various other accounting reports. *Associates degree & 4 years experience.*

### 39. Payroll Clerk

Calculates employee pay and various deductions. Prepares and maintains related records and reports. *1 year experience.*

## ADMINISTRATIVE/OFFICE

### 40. Administrative Assistant

Administers operations or specialized business functions generally involving administration of programs or services for one or more business units. *Associates degree & 3 years experience.*

### 41. Customer Service Representative

Serves as liaison with customer. Processes orders and communicates with customer regarding inquiries, pricing, scheduling, and complaints. *Associates degree & 1 year experience.*

### 42. General Clerk

Performs simple clerical duties. Assignments are usually routine and repetitive in nature. *0 – 6 months experience.*

### 43. Office Manager

Coordinates office support and staff in areas such as secretarial services, communications, payroll, and building security. Purchases office supplies and equipment. *Bachelor's degree & 5 years experience.*

### 44. Receptionist

Receives visitors, in person or by telephone, and directs them to appropriate parties. May perform light typing duties. *1 year experience.*

### 45. Secretary

Provides general office support for one or more professionals. Does not include executive secretaries to top executives. *Secretarial school & 2 years experience.*

### 46. Switchboard Operator/Receptionist

Operates company switchboard and receives and directs visitors. *1 year experience.*

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## HUMAN RESOURCES

### **47. Benefits Administrator**

Administers various benefit plans. Keeps abreast of competitive and regulatory developments. Provides benefit information to employees. *Associates degree & 3 years experience.*

### **48. Employment Representative / Recruiter**

Recruits and interviews prospective applicants, and evaluates qualifications and references. Maintains and develops recruiting sources. *Associates degree & 3 years experience.*

### **49. Head of Human Resources / Human Resources Manager**

Develops plans, policies and programs for the human resource function. Manages the employment, retention, compensation & benefits, training, records and other employee-related services.

### **50. Human Resource Generalist**

Provides a wide range of human resource services which may include employment, compensation, benefits, training and other activities. *Bachelors degree & 3 years experience.*

### **51. Human Resource Assistant**

Compiles and maintains employee records and employment applications and generates reports. Responds to basic employee inquiries. *2 years experience.*

## INFORMATION SYSTEMS

### **52. Technical Support Specialist**

Responds to inquiries from computer users regarding problems and requests. Troubleshoots problems and follows up to ensure resolution. *Associates degree & 3 years experience.*

### **53. Webmaster/Administrator**

Develops, updates and maintains company Internet home page or site. Generates codes to display text, forms and graphic elements. *Associates degree & 3 years experience.*

## MARKETING / SALES

### **54. Head of Sales**

Develops plans, policies and programs for the organization's sales activities. Leads and manages the efforts of sales staff. Provides guidance to senior management on sales issues.

### **55. Head of Sales and Marketing**

Develops plans, policies and programs for the organization's marketing and sales activities. Leads and manages the efforts of marketing and sales staff. Provides guidance to senior management on sales and marketing issues.

### **56. Marketing Specialist**

Coordinates various marketing communication initiatives, including direct mail campaigns, trade shows, and advertising. *Bachelors degree & 1 year experience.*

### **57. Retail Sales Clerk/Cashier**

Sells merchandise to individuals in store or showroom. Operates cash register / computer. Answers routine customer inquiries.

### **58. Retail Salesperson**

Assists customers in making purchasing decisions, suggests selections and emphasizes selling points of products.

### **59. Sales Representative**

Sells products or services to individuals and businesses. Develops target market and follows up with prospects. Prepares sales and activity documentation. *Associates degree & 3 years experience.*

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## PURCHASING

### **60. Buyer**

Procures and expedites materials or services. Obtains quotes, generates and processes requisitions, and maintains related records. *Bachelors degree & 2 years experience.*

### **61. Purchasing Clerk**

Processes and/or prepares orders. Checks deliveries of material ordered and returns incorrect orders. Obtains pricing information. *6 months experience.*

## SKILLED TRADES / MAINTENANCE

### **62. Building Maintenance**

Performs a combination of duties in connection with the maintenance of buildings, equipment and furniture. Projects are typically small. May make minor repairs (non janitor role).

### **63. Carpenter-Maintenance**

Performs general carpentry work. May operate woodworking machinery and select required materials. *Trade School with formal training & 6 years experience.*

### **64. Electrician-Maintenance**

Installs, maintains and repairs electrical systems/equipment. Performs testing of electrical equipment and inspects wiring. *Appropriate licenses required.*

### **65. Groundskeeper**

Maintains the establishment's grounds including general landscaping and light maintenance.

### **66. HVAC-Maintenance**

Installs and maintains the heating and air-conditioning systems in accordance with building codes and safety regulations. Conducts system and equipment tests and performs preventative maintenance.

### **67. Janitor/Custodian**

Cleans and services building, offices and shop areas, furniture and fixtures and lavatories. May do some minor maintenance work of building and fixtures. May maintain grounds and premises.

### **68. Plumber**

Maintains heating, water and drainage systems in accordance with building codes and safety regulations. Repairs and replaces plumbing fixtures. *Appropriate licenses required.*

## OTHER

### **69. Driver (Non CDL)**

Drives company vehicle not large enough that a Commercial Driver's License is required to transport products, parts, and deliveries, to and from company locations. Could include bus / van drivers.

### **70. Guard/Security Officer**

Monitors and ensures compliance with company policy relative to security and safety. Monitors the company's access control programs. *1 - 2 years experience.*

### **71. Shipping and Receiving Clerk**

Verifies and keeps records on shipments. Counts, weighs and measures items to verify against bills of lading, invoices, etc. Packs or unpacks items and routes to departments.