

Job Title: Food Services Assistant

FLSA: Full-Time/Non-Exempt (40 hours per week)
Part-Time/Non-Exempt (18-24 hours per week)

Department: Shelter Operations

Shift: Sunday-Saturday days/evenings,
possible weekends/holidays

Reports to: Food Services Manager

EEO Job Classification: Service

Last Revised: June 26, 2013

Position Summary:

Under the general supervision of the Food Services Manager the primary duty of the Food Services Assistant is to assist with the daily preparation, service and clean-up of scheduled meals in large quantities in accordance with health and sanitation requirements. The Food Services Assistant will also oversee and lead client volunteers and community volunteers who may assist in the preparation, service and clean-up of the scheduled meals to ensure that proper health codes and sanitation standards are followed at all times.

Duties, Functions, and Responsibilities:

- Maintain proper standards according to the Health Department and ensure others in the kitchen do the same.
- Build and maintain positive client relations.
- Promotes a welcoming, organized, and safe environment for clients.
- Prepare foods for ongoing meal services; including helping the Chef anticipating necessary preparation for meals on future days.
- Perform and oversee scheduled meal services tasks, including but not limited to; making tea, refilling condiments, setting-up tables, setting-up dish bus station, organizing and stocking food line, etc.
- Assist with food and supplies pick-ups on a weekly basis.
- Receive, store and organize food and supply deliveries.
- Actively maintain proper inventory of food and supplies. Recommend necessary purchases to the Chef.
- Ensure proper set-up of the Dining Room in a timely manner.
- Direct community volunteers who may assist in serving dinner; providing aprons, direction and ensuring proper health codes and sanitation standards are followed at all times.
- Ensure, through supervising client volunteers or self if no client volunteers available, that the Kitchen and Dining Rooms are properly cleaned, sanitized and broken-down after each meal service. Tasks include, but not limited to; washing dishes, cleaning surface areas, mopping floors, etc.
- Effectively communicate shelter rules and guidelines with clients in a respectful manner.
- Defuse situations with clients in professional and respectful manner, while maintaining client safety.
- Communicate as necessary with ARCH Shelter Staff regarding incidents, to ensure they are documented properly.
- Answer all incoming phone calls; respond in a professional manner with accurate information, or direct caller to other designated department or community service provider.
- Represent the organization in the community in a professional manner.
- Actively participate in ongoing staff trainings.
- Attends all necessary meetings; including monthly All-Staff Meetings.
- Work with shelter volunteers to educate them and enable them to provide a service to the clients.
- Perform other duties as assigned.

Food Services Assistant – Job Description

Minimum Qualifications:

- High School diploma or equivalent
- 1 year food prep experience
- Strong organizational, communication and time management skills
- Ability to work in a high stress environment
- Current Food Handler License
- Current First Aid and CPR/AED Certifications (*or the ability to obtain certification within 30 days of hire*)
- Knowledge of the Front Steps Employee Handbook
- Knowledge of the ARCH Shelter Standard Operating Procedures
- Reliable transportation
- Valid Texas driver’s license
- Ability to use Microsoft Office products on a PC platform
- Ability to lift a minimum of 50-100 lbs.

Preferred Knowledge, Skills and Abilities:

- Practical training in culinary arts
- 1 year baking experience
- Degree in Culinary Arts, or closely related field
- Experience preparing meals in large quantities
- Experience working with the homeless or closely related population
- Bilingual (English and Spanish and/or American Sign Language)

Physical Demands

- The physical demands of this position are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing this position, the employee is regularly required to sit, talk, and listen, and is occasionally required to stand, walk, and reach using hands and arms.

Disclaimer

- The statements herein are intended to describe the general nature and level of work being performed by the employee performing this position and assist in evaluating this job fairly and equitably. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of the person in this position. Management may change the duties and responsibilities at their sole discretion, and may request the employee in this position to perform other duties not listed in this job description. This job description is not a “contract” between the employee occupying this position and the employer.

Signatures

Employee: _____

Date: _____

Supervisor/Manager: _____

Date: _____

Human Resources: _____

Date: _____