



## Hospitality House of Northwest North Carolina

### Food Service Specialist Job Description

The Food Service Specialist works with the Food Service Coordinator coordinating the Bread of Life Food Access Programs. This is a part-time (30-32 hours per week) position. Application instructions below.

#### **RESPONSIBILITIES**

1. Assist operation of Bread of Life Community Kitchen and Food Pantry.
  - a. Assist with meals and daily snacks, with direct involvement in preparation and food handling.
  - b. Assist Bread of Life meal providers including recruiting, confirming new providers, scheduling, and keeping long-time providers up to date.
  - c. Assist with management of volunteers in the Bread of Life program.
  - d. Ensure adequate inventory of food items for Food Pantry and Community Kitchen through food orders and/or building resources for food donations.
  - e. Assist Food Service Coordinator in ordering food from Second Harvest Food Bank
  - f. Work with the Chief Development Director and Food Service Coordinator to plan and carry out special event meals at the Hospitality House for community outreach including Savor the Summer, Watauga Foodshare, Watauga Back 2 School Festival and Thanksgiving.
  - g. Document receipt of all donated food items through Google Forms and other appropriate paperwork.

- h. Document weight of all donated food and produce for reporting purposes.
- i. Assist with the client choice Food Pantry including restocking with balanced food items and assisting food box clients with selection.
- j. Attend the training and oversee the use of Service Insights, an easy-to-use food pantry software, for food box client intakes, food box tracking, and running monthly reports.
- k. Monitor the temperature of all refrigerators and freezers daily and record them in a log.
- l. Implement ServSafe standards.
- m. Attend Second Harvest Shopper Training, ServSafe course, and other needed trainings.

2. Work with Public Health / Nutrition Interns with input from Food Service Coordinator, Chief Development Director/Internship Coordinator and Executive Director

- a. Direction of food preparation, presentation, and clean-up including use of commercial kitchen appliances.
- b. Instruction in food handling and service that incorporates health and safety standards.
- c. Facilitation of good customer service and interaction with clients, volunteers, staff, and others.
- d. Assist interviews and orientations based on agency wide procedures including those specific to commercial kitchen and nutrition needs.

3. Organize food needs with the Food Service Coordinator and Local Food Coordinator with input from the Executive Director

- a. Provide input on a year-long garden plan to meet Food Pantry and Kitchen needs including best items to grow.
- b. Oversee appropriate cleaning, storage, and use of food items from HospHouse gardens, the Watauga County Farmers Market, and fresh produce donations.

- c. Create menu options for future garden project growth.
- d. Work directly with the Local Food Coordinator to educate residents and clients in the area of garden food storage and preparation.

#### 4. Participate in Training

- a. Attend initial orientation activities.
- b. Develop a working knowledge base about program policies and procedures.
- c. Participate in appropriate training functions in order to update and acquire new skills.
- d. Attend and participate in monthly staff meetings.

### **SUPERVISION**

The Food Service Specialist works with the Food Service Coordinator in planning and executing daily activities for the Bread of Life Food Access Programs. This position requires an individual that is a self-starter who is organized and can handle multiple responsibilities under pressure. In addition, this position requires the ability to work with a diverse population, many who may present with challenging behaviors. The individual in this position must be willing to enforce program guidelines. The primary supervisor for this position is the Food Service Coordinator. Supervision is available as needed by the Executive Director and to staff difficult situations. Performance is reviewed through observation, monitoring of records and documents, and annual job performance reviews.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Required:**

- Ability to work effectively with vulnerable populations experiencing homelessness, domestic violence, addictions, mental illness, and who are low-resource and/or food insecure.
- Strong leadership skills
- Experience preparing meals for large groups
- Ability to both work independently and be a team player

- Strong communication skills including verbal and written
- Ability to follow and enforce program guidelines
- Strong computer skills including knowledge of the Google Suite
- Ability to lift 50 pounds

**Preferred:**

- Bachelor's Degree or related educational experience
- Teaching experience
- ServSafe Certification: must be obtained within 60 days of employment

APPLICATION INSTRUCTIONS

Please submit:

- Letter of Interest
- Resume
- Three professional references

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