FOOD FOR LANE COUNTY
JOB DESCRIPTION

POSITION TITLE: Dining Room Hospitality and Safety Assistant
RESPONSIBLE TO: Dining Room Program Manager
HOURS: 18 hours per week. Monday through Thursday, 11:15-3:45, plus monthly all staff meetings and special events.
WAGE: $18.00 / hour
BENEFITS: Eligible for select FFLC-sponsored benefits at a pro-rated rate where applicable (e.g. paid time off benefits such as holidays, vacation and sick). Eligible to contribute to FFLC sponsored Retirement Plan after 90-day mutual trial service period satisfactorily completed.

SUMMARY OF POSITION: The Hospitality and Safety Assistant assists the Hospitality and Safety Coordinator, primarily outside, to ensure a safe and respectful dining atmosphere. The Dining Room is a fast-paced restaurant-style meal site, in downtown Eugene, serving individuals, and families. This position is the secondary person responsible for diner, employee, and volunteer safety. This position works directly with some individuals who deal with addiction, diverse mental health issues, and experiencing trauma.

PRIMARY TASKS & RESPONSIBILITIES
• Assist Hospitality and Safety Coordinator with ensuring the safety and security of staff, volunteers, and diners while on FOOD For Lane County (FFLC) property
• Notify Hospitality and Safety Coordinator immediately when problems arise with program participants, with an emphasis on conflict management and redirecting. Follow Dining Room procedures on contacting and involvement with subjects of concern
• Circulate amongst crowd to preserve appropriate behavior and protect property
• Remain visible at all times while on parking lot (Notify staff person when taking a break or when it is necessary to leave work area for any length of time)
• Greet, and assist volunteers, social service representatives (e.g. White Bird Cahoots), entertainers, or the general public in a cheerful, professional manner
• Assist with cleaning duties
• Ability to work in any challenging inclement weather conditions.
• Remain calm and respond in a professional manner

OTHER TASKS AND RESPONSIBILITIES
• Be informed about FFLC programs and services. Represent FOOD For Lane County to the public with knowledge and respect
• Communicate with members of staff to stay informed on activities while restaurant is running
• Back up relief for our Registration Specialist, entering in daily data
• Follow FFLC policies and procedures
• Attend weekly team meetings and monthly all-staff meetings
• Attend scheduled events outside of restaurant operating hours, including cleaning days, trainings, staff retreats, and fundraising events
• Jump in to support operations inside the dining area, kitchen, when needed (or when things are slow outside)
• Work with volunteers to complete tasks that have been delegated
• Work with neighbors and businesses to help facilitate a safe and friendly neighborhood
• Performs other tasks as requested by Supervisor

SKILLS AND QUALIFICATIONS
• At least one-year experience working a capacity providing vigilant safety and security
• Relevant training in conflict management, crowd control, and safety
• Ability to take and follow directions well
• Bilingual English/Spanish and bicultural competence preferred but not required
• Ability to keep a high energy, positive, non-judgmental attitude at all times
• Ability to understand the diversity of our diners and volunteers
• Ability to work well with diverse populations
• Experience coordinating and supporting volunteers
• Ability to multi-task
• Social service background strongly preferred, but not required
• Must be able to safely lift 50 pounds
• All offers for employment are contingent on a satisfactory background check

PHYSICAL DEMANDS
The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job:
Walking, standing, bending, lifting, pushing, stooping, and stretching.

COVID 19 ADDENDUM TO DUTIES
During the COVID-19 pandemic, programming at the Dining Room has changed to provide grab and go meals, and job duties of each team member have shifted hours and tasks to adjust to this new distribution model. Duties will be flexed at managers discretion.

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.

Revised 08/2022