



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

Working Conditions: This position performs essential physical labor which could include walking, standing, bending, lifting, pushing, stooping, lifting (up to 50 lbs.), and stretching.

NOTE: *Job descriptions are not intended to be and should not be construed as exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job. They are intended to be accurate reflections of principal job elements essential for making fair pay decisions about jobs.*

Reasonable Accommodations: *Food for Lane County, complies with federal, state, and local laws regarding reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Sue Slaughter-Nichols, HR Director, 541-343-2822 x 149, sslaughternichols@foodforlanecounty.org*

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.

I have read the position description and acknowledge my understanding of the duties and responsibilities in the job description.

Employee Signature:

Date:

Manager Approval:

Date:

HR Director:

Date: