HOMELESS EMPOWERMENT PROGRAM

JOB DESCRIPTION

Title: Meal Services Assistant
Reports to: Food Service Manager
Department: Food Services
FLSA Status: Non-Exempt; Full Time

The Meal Services Assistant supports the Food Service team in coordinating daily meal preparation and service for HEP residents and other individuals served on campus. This position assists with organizing meal-service activities, directing and supporting volunteers and participating residents within established procedures, monitoring food inventory and storage, and maintaining a clean, safe, and welcoming kitchen and dining environment. The position plays an important role in ensuring efficient daily kitchen operations, consistent meal service, proper food handling, and compliance with established food safety and sanitation standards.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

- Coordinate daily meal-service setup and workflow in collaboration with the Food Service team.
- Ensure the dining room, serving areas, utensils and supplies are prepared and replenished before and during each meal.
- Promote consistent portions, minimize food waste and communicate menu substitutions, shortages, or service-related concerns to the Food Service Manager.
- Help organize and assign approved food preparation, setup, service and cleanup tasks to volunteers and participating residents
- Provide task instructions and guidance while monitoring adherence to established food safety and workplace safety procedures.
- Coordinate with team members and volunteers to maintain timely meal service, particularly during high-volume periods.
- Receive and inspect purchased and donated food products
- Ensure food products are promptly labeled and stored in designated pantry, walk-in cooler, freezer and refrigeration areas.
- Assist the Kitchen Donations Coordinator with pick-ups, as needed.
- Apply first-in, first-out (FIFO) inventory rotation and maintain appropriate date labeling.
- Monitor food temperatures, product quality and expiration dates in accordance with established food safety procedures.
- Help monitor stock levels and report supply needs, damaged products or food-safety concerns to the Food Service Manager.
- Clean and sanitize prep surfaces, equipment, storage areas, dining areas and other assigned kitchen spaces in accordance with applicable food safety and sanitation requirements.

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- Assist with routine cleaning of kitchen hoods, drains, preparation tables, coolers, freezers, storage rooms, stoves, and ovens, using approved methods and schedules.
- Perform other duties and responsibilities as assigned by the Food Service Manager or their designee.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Work involves frequent standing (potentially up to 95% of a shift), walking, bending, reaching, carrying, pushing, and pulling.
- Ability to lift and carry up to 50 pounds; team lifting or mechanical assistance is required for heavier loads.
- Regular exposure to hot surfaces, sharp utensils, cold storage areas, wet floors, and cleaning products.
- Must adhere to established safety and sanitation procedures, including the use of non-slip footwear.

EDUCATION, KNOWLEDGE AND SKILLS REQUIRED

- High School Diploma or GED.
- One year of previous food service experience for large groups of people preferred.
- Knowledge of food preparation and commercial kitchen operations preferred.
- Familiar with sanitation codes, temperatures and all aspects surrounding inspections.
- ServSafe Manager certification required within 30 days of employment. Certification costs will be covered by HEP.
- Excellent organizational and problem-solving abilities.
- Must have knowledge of kitchen appliances and safety requirements.
- Effective verbal and written communications skills.
- Ability to multi-task, prioritize responsibilities, and easily adapt to changing operations needs.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.