



# THE H.E. BUTT FAMILY FOUNDATION

## POSITION PROFILE

### Food Service Assistant

February 2018

**POSITION SUMMARY:** The Food Service Assistant will be a utility player supporting teamwork in the kitchen and dining room. This position will do whatever it takes as directed by their supervising kitchen manager to ensure a high-quality dining experience for guests and staff during retreats and camps.

#### ESSENTIAL FUNCTIONS:

- Food Service
  - Model the spirit of a team player, maintain an open mind and continue to bring a willingness to learn and take direction
  - Follow directions, anticipate guest needs, and offer help where needed to exceed expectations of service
  - Interact with the heart of a servant leader to both teammates and guests
  - Serve food, beverages, or desserts to guests and engage with them appropriately and politely to ensure the highest quality in both service and dining experience
- Cleaning and Maintenance
  - Clean the food preparation area and maintain a safe environment for preparing and cooking the food items. This includes sweeping, mopping, and washing dishes as well as scrubbing counters, tables, and other equipment
  - Inspect the machines, equipment, and utensils used in the food preparation each time they are used to determine whether additional cleaning or maintenance is required
  - Maintain knowledge of how certain machines are torn down, thoroughly cleaned, and put back together so the units function properly
- Food Preparation Support
  - A basic understanding of food prep and a willingness to develop food prep skills
  - Maintain high quality standards for all meals, service, and any special guest requests

**QUALIFICATIONS:**

- High school diploma or equivalent
- Prior experience and service in food preparation, delivery, and hospitality to meet the expectations of HEBFF

**COMPETENCIES-Knowledge, Skills, and Abilities:**

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**PHYSICAL REQUIREMENTS:**

- While performing the duties of this job, the employee is regularly required to talk and hear
- This position is active and requires standing, walking, and bending throughout the day
- Ability to perform physical work for 12+ hours at a time, with appropriate breaks
- Ability to stand and work for 3 to 4 hours straight without a break
- Employee must be able to lift and move items up to 50 pounds

**WORK ENVIRONMENT:**

- Functions primarily indoors in a commercial kitchen environment
- Employee may be exposed to noises and vibrations, moving mechanical parts, fumes and/or airborne particles
- Ability to work varying schedules based on camping program needs, including some weekends

For more information and/or to apply, contact [sseverson@hebff.org](mailto:sseverson@hebff.org) or call 713-303-7086.