

**Rowan Helping Ministries
Job Description**

Food Operations Assistant, Full-time

The Food Operations Assistant is a full-time position reporting to the Food Operations Manager. This position is responsible for preparing meals in Jeanne's Kitchen, receiving food deliveries, working with volunteers to package food for distribution, and assisting in the food pantry as needed. The position will average 38-40 hours per week and weekends are required.

Specific Kitchen Responsibilities

- Prepare kitchen for meal service including weekends, and holidays for volunteers. The shifts are as follows: Breakfast: (5 am to 8 am), Lunch: (9 am to 2:30 pm), Dinner (5 pm to 9 pm).
- The meals served in Jeannie's Kitchen are selected by the Food Operations Manager and volunteer groups.
- Volunteer groups assist in the preparation of food by: bringing ready to eat food to serve, bringing food to cook in Jeannie's Kitchen, utilize food in Jeannie's Kitchen Pantry to prepare a meal, or may come to serve only and food is prepared by kitchen staff.
- Have a full-working knowledge of all equipment in the kitchen and assist volunteers in using the equipment.
- Receive, wash dirty dishes, and dispose of food accordingly. Every effort should be made to secure volunteers to wash dishes for each meal. On occasions when the volunteers are not able or willing to wash dishes, the Kitchen Assistant will make sure everything is clean and ready for the next shift.

Pantry and Warehouse Responsibilities

- Assist with receiving food and clothing donations at the docks.
- Assist with the receiving of food from distributors, including forklift and pallet jack operation.
- Assist in the stocking of pantry shelves and preparing grocery items for clients.
- Help clients load groceries into their vehicles.
- Help coordinate and setup "food packing parties."
- Maintain effective working relationships with volunteers, Rowan Helping Ministries' staff, shelter guests, and clients.
- Perform other related work duties as may be assigned by the Food Operations Manager or Director of Crisis Assistance and Food Operations.

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 50 lbs., and consistently maneuver within the office area. This position will work primarily indoors and may have duties with repetitive motions. However, person should be mobile to access various environments. Must be able to effectively communicate verbally and in writing.

This position works directly with volunteers from various backgrounds. The employee should encourage and support volunteers in their tasks, demonstrating a friendly, and helpful manner. It is also important to show our volunteers how grateful we are of their time and service.

EDUCATION AND EXPERIENCE

Must be at least 21 years old. Have valid NC driver’s license. Forklift training certification a plus. Must be compassionate, can work with diverse people. and establish rapport with clients, volunteers, and staff. Must effectively work as part of a team. Appropriate telephone, copier, and basic computer skills are needed. Must be able to work under pressure and meet deadlines and adapt in a fast-paced environment.

I have read, understand, and accept all requirements and responsibilities contained in this job description:

Date: _____

Signature: _____