



# POSITION DESCRIPTION

Position title:	<b>Food Services Worker</b>
Candidate:	Vacant
Department:	Food Services
Supervisor:	Food Services Manager (s)
FLSA:	Temporary Full-time/Non-Exempt- 6 months
Salary:	\$20.00 per hour
Effective date:	ASAP

## OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the direct supervision of the Food Services Manager(s), employees in food services are normally assigned to perform a variety of functions to ensure timely, safe, sanitary and compliant kitchen and pantry operations. A Food Services Worker may be required to do work not directly mentioned in this job description but related to the Agency's Food Services Operations in whole. Food must be handled in accordance with Food Safety Guidelines, Agency Policy, Safety Regulations and other departmental protocols in place to ensure safety of food service and delivery. This position will perform routine work including but not limited to preparing food for cooking, cooking; cleaning and maintaining kitchen and its equipment, utensils and supplies; janitorial and sanitation functions both inside and outside of the kitchen and pantry; service of the indoor/outdoor pantry; distribution of bagged or prepared foods. Position will accept deliveries; load and unload various vehicles; accept donations of food and supplies. Food Services Worker is responsible for ensuring appropriate storage, stocking and inventory control under accurate temperature controls. Excellent client customer service is expected with all agency constituents as well as performing work with a high level of integrity. Position is responsible for performing and completing work in accordance with Agency Safety Policies, applicable Food Industry Regulations; Federal, State, Local regulations for Food Services Industry. A Food Service Worker will engage on a daily basis with department volunteers and clients. This position is expected to guide volunteers and clients as needed to ensure appropriate food preparation, safety, sanitation and service. A Food Services Worker must have a SAFE SERV or equivalent food handling certification or obtain the certification within 4 months of hire in order to remain employed. Please note all food service positions come into contact with in kind donations. It is prohibited for employees to take in kind donations outside of the In-Kind Donation Policy.

## JOB REQUIREMENTS

**Please note our preferred and in some cases required qualifications for this position:**

**Education and certifications to be presented at time of hire–**

- High School Diploma - GED.
- Food Handler Card Required
- ServSafe Certificate
- Valid CA Driver License Class C

**Experience- Minimum 1 year of experience in the following:**

- Food Services or commercial kitchen work (with non-profit preferred but not required)
- Knowledge of food safety regulations and commercial food preparation.
- Delivering food services to diverse underserved populations including those experiencing a variety of vulnerabilities and trauma issues.

### Other Skills and Expertise -

- Excellent Professional Communication Skills- Written and verbal communication skills in English
- Knowledgeable with computer programs within Microsoft office Suite- Outlook, simple excel, word. Ability to learn computer programs, applications and databases for training purposes. Familiarity with telecommunication applications- Zoom, Skype, FB Messenger, MS Teams for meeting and training purposes.
- Exercise appropriate and sound judgement under normal and stressful circumstances
- Excellent professionalism and professional boundaries in all business interactions including when faced with escalated situations. Deliver excellent client service and perform work within agency values, positive collaborative attitude, high level of ethics and integrity.
- Excellent adaptability in a fast paced and ever-changing work environment. Excellent time management skills to complete work, multi-tasking, prioritization and organizational skills in timely manner, meeting deadlines.
- Excellent interpersonal skills with all including ability to self-start while working alone and successfully working within a team environment.
- Attention to detail, safety and ability to produce excellent quality work is required. Solutions based approach to problem solving. Show initiative.
- Flexible Schedule to include early mornings, evenings, weekends, holidays, days as needed.
- Ability to commute to and from Agency job sites.

### WORK ENVIRONMENT/PHYSICAL ACTIVITIES/BENEFITS

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in an environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 50 pounds (with appropriate tools, belts, including forklifts).

Samaritan House requires all candidates to be fully vaccinated (including any mandated boosters) as a condition of employment and to receive a job offer. During the pandemic some positions will work remote, hybrid or onsite-This position is essential onsite. While on site all employees regardless of vaccination status are required to wear masks and social distance and abide by the Agency's Covid Protection Policies.

BENEFITS INCLUDE: Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.

### ESSENTIAL FUNCTIONS OF THE POSITION

1. Perform all work using general safety practices for lifting, carrying, slip and fall prevention, hazards, back injury prevention, etc.
2. Service all areas of Food Services including Kitchen, Outdoor area, Outdoor Pantry, Indoor Pantry, Cora's Community Market, and any other food services areas as assigned.
3. Assist with food preparation and related work in the kitchen within Food Safety Protocols
4. Sanitize and clean food services area, equipment, utensils and any surrounding property indoors and outdoors
5. Properly store food and related supplies under appropriate temperature controls.
6. Wash, dry and sanitize cloth and fabric items
7. Perform work within compliance of all safety requirements including Federal, State, Local, Food Industry, San Mateo County Health Regulations, CAL-OSHA Regulations.
8. Daily Duties include but not limited to:
  - a. Ensure back kitchen loading dock are is not used by clients or others
  - b. Assist with unloading of various vehicles for food delivery and related in kind donations- follow in kind donation policy.
  - c. Wear assigned PPE while performing work
  - d. Ensure only cooked foods are placed in warmers
  - e. Perform sanitation functions including cleaning surfaces, floor, equipment, utensils at the end of each work day
  - f. Ensure foods for deliveries are placed in the appropriate storage areas, either inside refrigerator or on shelves under appropriate temperature controls for the type of food being handled.
  - g. Assist with loading food deliveries
  - h. Deliver food when assigned
  - i. Ensure warm foods for deliveries are placed in appropriate temperature controlled insulated containers for transportation.
  - j. Ensure the food services area, vehicles and related pantries are secured. Locked and Gate Secured/closed.
  - k. Ensure volunteers and new staff follow appropriate safety and sanitation protocols. Report any safety issues to supervisor immediately.
  - l. Provide instruction and guidance as needed to volunteers and new staff.
9. Communicate effectively and timely with supervisor regarding any safety or operational issues or concerns.

10. Maintain reliable and timely attendance – follow attendance policies.
11. Promote team work with positivity.
12. Perform all work timely and within professional boundaries with high integrity and ethics
13. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with supervisor, as needed. Ensure all on the job employee injuries/illnesses are immediately reported to your supervisor immediately.
14. Support, assist and attend general department and agency events, activities and functions as needed.
15. Work flexible schedule as assigned.
16. Reliably and safely commute to agency facilities as assigned.
17. Other duties as assigned

## HOW TO APPLY

Samaritan House is an equal opportunity employer. Interested candidates will be required to submit a cover letter and resume to:

Samaritan House  
Human Resources Specialist  
4031 Pacific Blvd. San Mateo, CA 94403  
Email: reply to posting  
FAX: (650) 288-4213

No phone calls, please! Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview. If applicant is a referral, please include the name of the referral contact in your cover letter.