



## Food Services Assistant

### Job Description

**Business Unit:** Progress House  
**Reporting To:** Food Service Manager  
**EEO Category:**  
**Date Created:** 09/02/2020

**Location:** Indianapolis, IN  
**FLSA Classification:** Full Time, Non-Exempt  
**PRO:** Support Positions  
**Date Modified:**

### Position Summary

Assisting the Food Service Manager in all areas and being present during meal times when the Food Service Manager is not present.

### Essential Responsibilities

- Prepare meals and maintain organization and cleanliness in the kitchen.
- Work with the Food Service Manager to plan meals and maintain adequate stock.
- Oversee kitchen detail and other resident staff in the kitchen.
- Supervise monthly clean ups in the kitchen.
- Report problems or issues concerning kitchen operations to the Food Service Manager.
- Assist Food Service Manager in staffing, planning, and preparing special house events.
- Supervise and accompany residents when using a van for house business.
- Use a van for food donations and other necessary pick-ups.

### Competencies

#### Core Values

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

#### Position-Specific Competencies

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** - Ensure accurate recordkeeping with meticulous attention to client information and carefully follow billing and reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards

- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

## **Skills, Knowledge and Abilities**

### **Education/Experience**

- High School Diploma or Equivalent required
- At least two (2) years food service or restaurant experience.
- Working knowledge of food borne illnesses.
- Superior standards for cleanliness.
- Excellent work ethic and ability to work without supervision.
- Ability to read and follow a recipe.
- Knowledge of 12 step recovery and Progress House function is helpful.
- Valid driver's license.

### **Other**

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be willing to occasionally cover evening hours
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to demonstrate respect for patient/client confidentiality practices
- If hired for an office that works with deaf, deaf-blind or hard of hearing individuals, must be able to communicate in American Sign Language (ASL)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

### **Physical Demands & Working Conditions**

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met

by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and/or annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Physical requirements of the job include: Frequent periods of prolonged sitting; often standing and walking up to 30% of the time; some bending, stooping, stretching, reaching less than 5% of the time.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Ability to be flexible and work other shifts to provide coverage
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

## **Other**

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

### **Supervisory Responsibilities**

This position has no supervisory responsibilities

### **Work Hazard Category**

Category II - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Normal work routine involves no exposure to blood, body fluids or tissues, but exposure may be required as a condition of employment as in response to CPR/First Aid incident or in the performance of a response to a behavioral emergency. Appropriate protective equipment is to be readily available to every employee engaged in Category II tasks.

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an

employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

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Date

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Printed Name