

## Job Description

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**Job Title:** Food Aide  
**Reports To:** Kitchen Manager  
**Approved By:** Executive Director

**Department:** Nutrition Program  
**FLSA Status:** Non-Exempt  
**Date Updated:** September 1, 2014

**Summary:** The Food Aide participates in (1) the preparation and distribution of meals and (2) participates in creating a work environment that promotes safety, customer responsiveness, and continuous improvement by performing the following duties:

**Essential Duties and Responsibilities** include, but not limited to the following:

- Participate in the preparation, portion control and packing of meals scheduled for delivery
- Comply with all food handling and sanitation practices and procedures as governed by law.
- Maintain proper sanitation of work stations/equipment as well as other areas assigned.
- Notify Kitchen Manager of problems relating to food preparation, packaging and/or equipment.
- Assist in meal preparation, service and sanitation as assigned to various centers / off-site locations.
- Quickly shift roles to be able to provide assistance to team members on any high-priority task as assigned
- Serve as a positive spokesperson for the agency on and off the job
- Actively work to help create a friendly, professional and positive work environment
- Provide staff support to agency-wide initiatives or projects as requested by the supervisor or Executive Director (ED)
- Report any violations of policies, unethical behaviors, misuse of SSA property or suspected mistreatment (even rude treatment) of seniors as well as fellow employees to the supervisor or ED
- Perform all other duties as requested by the supervisor

**Competencies-** To perform this job successfully, an individual needs to demonstrate the following competencies

**Analytical** - collects and reports program data; designs work flows and procedures.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason even when dealing with emotional topics.

**Technical Skills** - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others, demonstrates attention to detail.

**Customer Service** - Manages difficult or emotional customer/staff/funder situations in a calm and professional manner; responds promptly to customer/funder needs; solicits customer feedback to improve service

**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; demonstrates group presentation skills; actively participates in meetings.

**Written Communication** - Writes clearly and informatively; edits work for spelling and grammar.

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**Teamwork** - Contributes to building a positive team spirit; works well with others and in group situations; puts success of team above own interests; displays passion and optimism; inspires respect and trust; is able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Other**- Treats people with respect; keeps commitments, exhibits sound and accurate judgment; uses time efficiently; accepts responsibility for own actions; is able to adapt to and deal with frequent change, delays, or unexpected events; effectively manages competing demands; follows instructions, responds to management direction; asks for and offers help when needed.

**Qualifications**- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**- High School diploma or equivalency but will consider experience in lieu of formal education.

**Language Skills**- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write basic sentences, ability to speak effectively ; bilingual highly desirable.

**Mathematical Skills**- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability**- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Certificates, Licenses, Registrations**- SERVSafe Certification desirable; current valid driver's license preferred

**Physical Demands**- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee must frequently lift and/or move up to 20 pounds.

**Work Environment**- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a fast-paced environment with a need to manage multiple priorities and a moderate level of noise.