



FOOD For Lane County Job Description

POSITION TITLE: Dining Room Hospitality and Safety Lead

RESPONSIBLE TO: Dining Room Program Manager

HOURS: 20 hours per week, Monday through Thursday, 10:45-3:45, plus monthly all staff meetings and special events

CLASS: Non-Exempt

HOURLY WAGE: \$19.00/hour

BENEFITS: Eligible for select FFLC-sponsored benefits at a pro-rated rate where applicable (e.g. paid time off benefits such as holidays, vacation and sick). Eligible to contribute to FFLC sponsored Retirement Plan after 90-day mutual trial service period satisfactorily completed.

SUMMARY OF POSITION: The Hospitality and Safety Coordinator ensures a safe and respectful dining atmosphere at the Dining Room, a fast-paced restaurant-style meal site in downtown Eugene serving low-or no- income individuals and families. This position is the primary person responsible for diner, employee, and volunteer safety; assessing diners' ability to abide by Dining Room rules; de-escalating diner behavior; leading emergency response; and maintaining an orderly and clean waiting area. The Hospitality and Safety Coordinator oversees the work of the Hospitality and Safety Assistant and parking lot volunteers. This position works directly with individuals who deal with addiction, diverse mental health issues and people experiencing trauma.

PRIMARY TASKS & RESPONSIBILITIES

- Facilitate the safety and security of staff, volunteers, and diners while on FOOD For Lane County (FFLC) property
- Assess each diner's ability to use services respectfully. Deny access to service when necessary
- Intercept when problems arise with program participants, with an emphasis on conflict management and redirecting. Follow Dining Room procedures on contacting and involvement with subjects of concern
- Follow Dining Room procedures to assess re-entry into program
- Circulate amongst crowd to preserve appropriate behavior and protect property
- Remain visible at all times while on parking lot. (Notify staff person when taking a break or when it is necessary to leave work area for any length of time)
- Work closely with Dining Area Coordinator to keep a steady flow of diners entering at a pace of 5 diners at a time
- Provide easy access for those with disabilities or families with small children in seating and communicate with Dining Area Coordinator regarding seating availability

- Greet and assist volunteers, social service representatives (e.g. White Bird Cahoots), entertainers, or the general public in a cheerful, professional manner
- Remain calm and respond in a professional manner
- Call police or fire department in cases of emergency, such as fire, exposed fire arms, or threatening behavior by anyone on property
- Notify Program Manager immediately when police and/or fire department have been called
- Document with a high level of detail any incident that requires police or fire department assistance and/or anyone that has been eliminated from the Dining Room. Provide adequate information to be given to authorities. Document any equipment or property damage and give all documents to the Dining Room Program Manager
- Maintain cleanliness and safety of the outside area, including dumpster area; use leaf blower and power washer when needed
- Assist closing staff to ensure all closing duties are completed by performing duties or by volunteers: bathrooms cleaned on scheduled night, floors are swept and mopped, dumpster area organized
- Provides oversight and direction to the Hospitality and Safety Assistant and parking lot volunteers

OTHER TASKS AND RESPONSIBILITIES

- Ensure that parking lot area is neat, orderly, and free of debris. Be informed about FFLC programs and services
- Represent FOOD for Lane County to the public with knowledge and respect
- Communicate with members of staff to stay informed on activities while restaurant is running
- Follow FFLC policies and procedures
- Attend weekly team meetings and monthly all-staff meetings
- Attend scheduled events outside of restaurant operating hours, including cleaning days, trainings, staff retreats, and fundraising events
- Assist Volunteer Coordinator with volunteer training when needed
- Work with volunteers to complete tasks that have been delegated
- Work with neighbors and businesses to help facilitate a safe and friendly neighborhood
- Represents FOOD for Lane County to the public with knowledge and respect
- Performs other tasks as requested by Supervisor

SKILLS AND QUALIFICATIONS

- At least one year experience working in a capacity providing vigilant safety and security
- Relevant training in conflict management, crowd control, and safety
- Experience in supervising or overseeing the work of other employees
- Bilingual English/Spanish and bicultural skills highly preferred
- Ability to provide clear, specific instructions
- Ability to keep a high energy, positive, non-judgmental attitude at all times
- Ability to understand the diversity of our diners and volunteers

- Ability to assess escalating behavior and make appropriate decisions quickly
- Strong conflict management skills; ability to be firm but respectful
- Experience coordinating and supporting volunteers
- Ability to multi-task
- Social service background strongly preferred, but not required
- Must be able to safely lift 50 pounds
- All offers for employment are contingent on a satisfactory background check

PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job:
Walking, standing, bending, lifting, pushing, stooping, and stretching.

COVID 19 ADDEMDUM TO DUTIES

During the COVID-19 pandemic, programming at the Dining Room has changed to provide grab and go meals, and job duties of each team member have shifted to adjust to this new distribution model Duties will be flexed at managers discretion.

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.