



## **Café Host Job Description**

Reports to: Nutrition Administrative Manager

FLSA: Part-time non-exempt position

### **Summary:**

Working under the direct supervision of the Nutrition Administrative Manager, the Café Host is responsible for the daily meal service delivery to all café guests of their assigned café, as well as administering scheduled activities.

### **Essential Job Functions and Expectations:**

- Create a cheerful and welcoming atmosphere for all guests and an understanding of and commitment to SourcePoint's pursuit of excellence in customer service
- Prepare site for daily meal service and ensure appropriate inventory of supplies and equipment, completing inventory reports as required
- Assist guests with daily registration utilizing Café 55's kiosk system, if assigned to Café 55
- Welcome new guests by assisting them in completing and understanding required registration forms, donations, and meal selection options
- Follow all food safety procedures to ensure safe food service to a high risk population
- Maintain beverage station to ensure adequate quantities for lunch service
- Complete daily reports as required by management and funding sources, including assisting guests with reservations and meal selections
- Receive payments and donations for meals, completing and submitting required paperwork
- Maintain a thorough knowledge of customer eligibility for all funding sources, service availability and all program requirements
- Supervise, schedule, and train café volunteers in policies and procedures relevant to their position
- Coordinate programs and activities, including birthday celebrations
- Maintain a clean café environment, including sanitizing/cleaning tables and chairs, disposing of trash and sweeping/mopping floors, as needed
- Participate in department goals and initiatives collaboratively
- Attend and participate in all staff meetings, training sessions, and in-service education programs, as required
- Adhere to all applicable Nutrition Program policies and procedures
- Maintain a thorough understanding of all the programs and services provided and supported by SourcePoint, both within the organization and through our many community partners

- Flexibility in scheduling due to the fact that, while the position is posted as between the hours of 10 a.m. and 2 p.m., there is the need to attend meetings before and after the regular assigned schedule

**Qualifications:**

- High school diploma or equivalent
- Host or foodservice experience preferred
- Demonstrated proficiency in a wide range of software programs, including Microsoft Office 365 suite and the ability to learn software specific to the Nutrition program
- Ability to be creative and deal with ambiguity and change on a routine basis
- Possess excellent communication skills and demonstrate effective oral, written and electronic communications methods with a culturally diverse group of employees, guests, and volunteers in an articulate and professional manner
- Basic math skills and cash handling ability
- Ability to promote a positive work culture within the organization, project a positive image of the organization in the community, and interact with the general public in a positive manner
- Must be willing to submit to and pass criminal background checks per agency policy
- Maintain reliable transportation, a valid driver's license and proof of insurance

**Essential Physical Requirements/Working Conditions:**

- Ability to lift 30 lbs. on a regular basis without assistance
- Ability to stand for long periods of time
- Ability to maintain a fast pace throughout the entire shift

**Other:**

It is recognized that in any organization, particularly a small organization, it is necessary to assume new responsibilities appropriate to ensure a smooth continuity of operations with the organization. Not only is the Lead Café Host required to wear many hats, but it is expected that this person will be familiar with the work of others to the point of being able to fill in on a temporary basis. It is also anticipated that other organizational needs will emerge from time to time, which will be assigned to the Lead Café Host.

Café Host

Updated July 2021

---

Employee Signature

---

Date