**The Center of Hope Foundation**

**Position Title:** Scoops of Hope Front Line staff

**Reports To:** Scoops of Hope Manager

**Dept:**  Restaurant/ Vocational

**Supervises:** N/A

**Classification:** Hourly

**Hours:**  Varied hours per week based on schedule of Open hours. This position can include evening and weekend hours, based on the needs of the restaurant. May be Full or Part time.

**Job Summary:**

This position serves as a Customer Service, front facing member of the Scoops of Hope Grille and Ice Cream Shoppe. The staff will be the first interaction with customers and will greet, take orders, and assist in making the experience of eating at Scoops of Hope a positive one for all customers.

The Front-Line Staff assist in keeping the area neat and clean, follow all health and business guidelines for the operation of a food establishment, and will handle payments from customers.

The Front-Line staff will also work side by side with Vocational Members from the Center of Hope and assist them to achieve their job goals.

**Environment**

The store is located in the local community outside of the main Building on Foster St. It is accessible and has been renovated with Patrons’ needs in mind.

Kitchen operating equipment is placed throughout the building’s layout, and seating/ tables have been placed in the open space for patrons. There may be crowded or tight workspaces within this operation.

Standard restaurant equipment utilized may include a grill, air fryer, ice cream making equipment, blenders, dishwashers, etc. which will be in use throughout operational hours.

Employees may be in close proximity to others at times and will need to utilize all PPE and or safety precautions when unable to maintain social distancing, to minimize exposure to Blood bourne pathogens and infectious disease including COVID 19, and to follow all Board of Health regulations for the operation of a restaurant establishment.

**Essential Functions:**

* Greet Customers in a positive, professional, and friendly manner.
* Ensure that the restaurant/ Grille and grounds maintains a professional and clean appearance at all times.
* Ensure that customer relations stay positive.
* Maintain daily inventory and report as needed to Manager.
* Collect the correct amounts in payments for goods and make correct change as necessary. This includes balancing cash at the end of shift.
* Follow all policies developed for operations of the establishment.
* Adhere to all health and safety guidelines required to operate an eatery.
* Ability to work side by side with others in a small space, including Members of Vocational programs.
* Follow regulations given for serving sizes and amounts once trained in methods of handling food.

**Minimum Qualifications**

High School graduate or equivalent preferred for Full Time positions.

Past experience working in Food establishment preferred.

Current Serv Safe and Allergen certified or ability to Certify after 6 months employment.

Ability to work all seasons, variable/ flexible hours as needed including evenings and weekends with a possibility of Holiday hours.

Cash handling experience, ability to understand basic addition and subtraction.

Experience working with individuals with disabilities preferred.

Must be able to lift and move up to 50 lbs. at any time.

Ability to stand and walk for extended periods of time.

Excellent verbal skills necessary, customer service skills required.

Successfully meet all background screening regulations as required by the Center of Hope.

**Minimum Competencies**

To follow all COVID 19 Safety policies.

To effectively communicate any concerns to Scoops of Hope Manager.

To effectively handle customer concerns while keeping a positive attitude.

To successfully obtain all necessary training as required.

Responsible for additional duties as assigned to follow the mission of the Center of Hope Foundation

To adhere to all Agency policies

*Disclaimer: All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or risk to the health and safety or themselves, other employees or Program Members. This job description in no way states or implies that these are the only duties to which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager (within guidelines and compliance with Federal and State Laws). Continued employment remains on an “at-will” basis.*

*The information listed above will be used to evaluate the employee’s performance on an annual basis, as specified in the Personnel Policies.*

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Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_