

**St. Vincent de Paul
Job Description**

Position: Guest Services Staff
Reports to: Dining Room Supervisor
Hours: Varies

Summary of Responsibilities:

Responsible for maintaining a calm, comfortable and safe environment in the Dining Room and ensuring the safety and security of guests, staff, and volunteers. Supervises services in Dining Room.

Major Duties:

1. Monitors and enforces Dining Room guidelines and compliance with policies.
2. Facilitates and ensure a safe and secure environment for clients, staff and volunteers (with respect to security, health and safety hazards). Ensures that floors are kept dry and trash maintained neatly in the Dining Room.
3. Responsible for set up at the beginning of shift and clean-up at the end of shift and for abiding by opening, prep, closing and departure tasks.
4. Assists in receiving, sorting and stocking donated food items in appropriate storage area.
5. Orients, trains and supervises volunteers assigned to the dining area.
6. Busses tables and transports tubs of dishware, etc. to kitchen when full.
7. Maintains a clean environment in the Dining Room.
8. Loads truck with trash daily and either parks across street or transports trash to dump.
9. De-escalates and defuses threatening and loud, disruptive situations with a calm, firm manner.
10. Contacts 911 or police as appropriate.
11. Other duties as assigned by the Dining Room Supervisor.

Minimum Qualifications:

1. Ability to work with minimal supervision.
2. Excellent interpersonal, listening, oral, facilitation and conflict resolutions skills.
3. Experience or familiarity working with homeless, low-income and mentally disabled persons desirable.
4. Ability to work non-traditional hours (weekends and holidays).
5. Ability to move cases and bulk bags of food and to perform the physical labor demanded by lifting and carrying up to 50 lbs repetitively.
6. High school diploma or equivalent.
7. Commitment to the St. Vincent de Paul Society's goals and a desire to work for a social service agency serving the poor.

Please respond by including cover letter and resume to vmasseria@vinnies.org and indicate "Guest Services Staff" in the subject line of your email.