



Kitchen Assistant

Position Summary: The Kitchen Assistant works alongside the Community Meals Coordinator and Kitchen Volunteers to prepare and serve meals, and ensure a clean, stocked, and efficient kitchen.

(During COVID-19 operations, the community meals program includes lunches served four days per week, packaged to-go, along with breakfast and snack items. During Non-COVID-19 operations, the community meals programs includes breakfast bar, hot lunch, weekly dinner, coffee/snacks, meals for special events.)

Hours/Schedule: 20 hours per week, generally, M/T/Th/F from 10-3.

Weekly Thursday evening hours required upon return to full schedule. Occasional other evening or weekend hours required for special events and programming.

Classification: Non-exempt/hourly

Direct Report: Program Director

Qualifications:

- Minimum two years experience in commercial food preparation. Experience with commercial kitchen equipment and large scale/community/commercial cooking.
- In-depth knowledge of industrial kitchen operations, equipment, and cooking/storing methods. Accuracy and speed in executing cooking and cleaning tasks.
- Demonstrated effectiveness working in a collaborative team in a busy kitchen atmosphere. Demonstrated ability to work with volunteers with a range of experience, skill levels and abilities, creating meaningful volunteer opportunities and achieving program goals.
- Willingness and ability to follow multi-step verbal instructions.
- Commitment to learning and using feedback to build skills and improve performance.
- Basic proficiency with email, internet, and Microsoft Office suite. Basic competency/ability to learn new computer programs required.
- Strong commitment to the mission, values, and approach of the Amherst Survival Center. Commitment to working with and supporting all members of the Amherst Survival Center community.
- Strong knowledge of proper food handling procedures. ServSafe Manager Certification required or must be obtained within 60 days of hire.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English (esp. Spanish or Mandarin); lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

Working Conditions: The Center is a fast-paced environment which can be crowded and noisy. Position primarily works indoors, in kitchen, which can be very warm. Position has frequent outdoor exposure in

all weather to load/unload food, or other related activities. Must be able to lift up to 50 pounds. Frequent walking, standing, use of stairs, lifting, and carrying, combined with minimal seated desk activities, typing and telephone communication.

Essential Duties and Responsibilities:

Basic Kitchen Operations:

- Prepare, serve, and clean up after all community meals and special events. The Kitchen Assistant must be able to perform every role (dishwasher, cook, server) essential for daily meal service.
- Ensure the preparation station and kitchen is set up and stocked, before and during prime operation hours.
- Prepare components of each dish on the menu by chopping vegetables, cutting meat, and preparing sauces.
- Ensure food preparation and storage areas meet health and safety standards.
- Maintain professional conduct (strength based, trauma informed) in daily interaction with ASC community members including participants, visitors, donors, and volunteers.
- Provide guidance to daily kitchen volunteers, supporting their training, and execution of duties.

Other:

- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
- Other reasonable duties as assigned by Program Director, Community Meals Coordinator, Executive Director or designee.