



Revised 1/2019

POSITION DESCRIPTION Hospitality Assistant

SUMMARY:

The Hospitality Assistant will assist in overseeing the functioning of the Mollard Hospitality Center and serves as a guide, and direct contact for all those using the services of the Mollard Hospitality Center. From 8:30am-1:30pm Monday- Friday.

ACCOUNTABILITY:

The Hospitality Assistant reports to the Director of Mollard Hospitality Center.

SPECIFIC RESPONSIBILITIES:

The Hospitality Assistant will:

Meal Center

1. Maintain order and assist in overseeing the Center during regular and holiday operating hours, responding appropriately to the needs or problems of guests or scheduled programs;
2. Assist with food orders and menu planning, as needed;
3. Assist with volunteer organizations and school groups;
4. Maintain cleanliness of showers, distribute shower passes and hygiene items, as needed;
5. Maintain Laundry area
6. Refer guests to appropriate agencies for needed services;
7. Accept & track in-kind donations and complete donation receipts;

Food Pantry

1. Prepare and distribute food baskets;
2. Assist in upholding the operation of pantry including, but not limited to, stocking shelves, receiving all food donations, baked good deliveries, bed linens and miscellaneous donations;
3. Handle stewardship of gifts to pantry;
4. Keep daily records of emergency food baskets for use by NBM and agencies as needed;

Other

1. Cross-train with Mollard Hospitality Center Director and Pantry staff;
2. Assist as needed with Spanish translation with confidential client needs;
3. Submit monthly volunteer and donation report to Director;
4. Fill in for Truck Driver, or other MHC staff as needed;
5. Insure that the program area is maintained in a clean and orderly manner;
6. Attend professional development training;
7. Perform all other duties as assigned by the Mollard Hospitality Center Director.



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QUALIFICATIONS:

1. A High School or General Equivalency Diploma.
2. Employee must be 21 years or older.
3. Employee must be computer literate and have experience with databases and preparation of reports.
4. Employee may not have an Indicated or Founded Child Abuse Offense.
5. Spanish translation services.
6. Must be able to perform his/her primary responsibilities with skill and safely.
5. Must have a valid PA license and ability to drive small box truck and van.
6. Must be passionate about the mission of NBM and know how to interact constructively and in a non-judgmental manner with those we serve.
7. Employee must be of good moral character, may not have been convicted of a violent or drug related felony and must be able to perform his/her primary responsibilities with reasonable skill and safety. Exceptions require approval of the Personnel Committee

GENERAL:

The Hospitality Assistant is a part-time, non-exempt employee of EMDB, Inc. and as such is covered by the applicable portions of the Employee Handbook.