

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-23-05

Closing Date Open until filled



POSITION TITLE: Food Concession Clerk

DEPARTMENT: Nutrition and Food Services

Position Summary:

Under general supervision of the Food Concession Manager, the Food Concession Clerk prepares food, sets up concession area, serves food and drinks, and handles payment. Maintains sanitary, orderly, and attractive surroundings. Provides excellent customer service in a professional manner while maintaining proper etiquette and processes of service. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Maintains a professional appearance at all times and provides high-quality customer service.
- Rotates all stock and cleans all cases daily.
- Assists in opening and closing shifts.
- Assists in the preparation of food, cleaning and organizing of the service counter.
- Serves food and beverage items according to established food service procedures.
- Collects payment, operates a cash register and give accurate change to customers as needed.
- Follows guidelines regarding health, safety and customer service according to established policies and procedures.
- Works with vendors for food supply maintenance.
- Assists with in taking and updating inventory.
- Maintains the quality and appearance of all food prepared and serviced in compliance with quality control and portion control standards.
- Maintains the cleanliness and organization of assigned food venue and work stations in accordance with all health and sanitation regulations.
- Assists with the purchase and transport of food.
- Assists with catering.
- Receives food items and/or supplies and places them in designated areas following temperature requirements and food spoilage guidelines for the purpose of ensuring availability of items required for meeting projected menu requirements.
- Reports needed supplies and equipment malfunctions to Food Concession Manager for repair and/or replacement.
- Assists in the organization and storage of food, supplies, and equipment
- Updates inventory log as supplies are used.
- Discards all used supplies in designated garbage collection area in a neat and sanitary fashion.
- Cleans equipment, counters and floors in concession area.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED required. One year prior food service experience preferred. One year of previous customer service experience required. Current Food Handler's permit required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background

investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of safe food handling techniques, food preparation and food storing, nutrition, sanitation, operation regulations and requirements and use and care of facility equipment and utensils.
- Knowledge of cold prep, proper knife handling, maintaining proper temperature, and sanitation standards.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to express ideas clearly and concisely, both orally and in writing.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work independently and use judgment when making decisions.
- Ability to establish and maintain effective working relationships with employees, the public and other agencies.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense and to understand and carry out instructions furnished in written, oral, or diagram form.
- Ability to use computer, cash register, kitchen appliances and tools, etc.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.