

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-23-06

Closing Date: Open until filled



POSITION TITLE: Food Concession Lead Clerk

DEPARTMENT: Nutrition and Food Services

Position Summary:

Under general supervision of the Food Concession Manager, the Food Concessional Lead Clerk provides shift leadership as needed, prepares food, sets up concession area, serves food and drinks, and handles payments. 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, punctuality, and a professional.
- Provides high quality customer service.
- Oversees food concession operations when Food Concession Manager is unavailable and assures compliance with the tribal, district, state and federal laws, regulations, and safety and sanitation procedures.
- Oversees opening and closing shift procedures. Oversees shift operation as needed (meal preparation, customer complaints, accounts for all monies placed in cash drawer, accounts for all transactions, prints shift-related reports, etc.).
- Collects and stores payment in cash register.
- Transports money to Finance Department after closing.
- Assists with the training of new staff members.
- Assists with of food preparation and service.
- Maintains a clean and organized service counter and kitchen.
- Serves food and beverage items according to established food service practices.
- Receives and stores food items and/or supplies according to safe food handling practices.
- Rotates all stock and cleans all cases and counter daily.
- Takes supplies to the storage area and arranges supplies accordingly.
- Assist with payments from departments for catering service.
- Updates inventory system regularly.
- Cleans equipment, counters and floors in concession area, washes, and rinses and sanitizes all kitchen utensils.
- Reports equipment malfunctions to food concession manager for repair and/or replacement.
- Assists with coordinating catering services to WIHCC departments.
- Discards all used supplies in designated garbage collection area in a neat and sanitary fashion.
- 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.
- Possesses cultural awareness and sensitivity.
- 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.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High school diploma or GED. Minimum of one year prior food service experience required. Two years of previous customer service experience required. Previous lead experience preferred. 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 duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to train and oversee lower level staff.
- Ability to work independently and use judgment when making decisions.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to demonstrate effective problem solving skills; to enforce safety practices and procedures to handle emergency and non-emergency situations; and to follow written and verbal instructions.
- 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.