



JOB DESCRIPTION

Job Title: Administrative Assistant - Food Service
Reports To: Food Service Kitchen Manager
Classification: Full Time
FLSA Status: Non-Exempt
Location: 1809 Bachelot Street
Department: Lanakila Kitchen
EEO Category: Administrative Support Workers
Date of Approval: April 16, 2022

ORGANIZATIONAL CONTEXT:

Lanakila Pacific is a family of programs and services designed to help people with cognitive, physical, social or age-related challenges, build independence and improve their quality of life. Lanakila Kitchen is one of Lanakila Pacific's social enterprises which are mission driven business ventures that create quality products or provide outstanding services for customers while building valuable employment and job training opportunities for individuals with disabilities. Lanakila Kitchen is Lanakila Pacific's food service division which includes Lanakila Kitchen's contract and catering services, the Hickam Hale Aina Dining Facility, and other food related projects and services.

POSITION OVERVIEW:

The Food Service (FS) Administrative Assistant is primarily responsible for working with customers, vendors and in-house personnel to create production records, and retrieves, consolidates, inputs and disperses the required daily transactions. The FS Administrative Assistant completes data entry, maintains accurate daily, contract and audit records, and provides excellent customer service, including coordinating catering bookings. The FS Administrative Assistant supports the mission, vision and values of the organization, and upholds and enforces the guidelines and policies of the organization and demonstrates Lanakila Pacific's values of teamwork, excellence, achievement and motivation in all personal interactions and exemplifies Lanakila's STAR service standards.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Position Specific Duties

- Answers phone calls and provides information and assistance to all levels of staff, clients, and to external consumers. Provides excellent customer service.
- Handles correspondence and communication both effectively and professionally with all contacts.
- Prepares and distributes delivery information to drivers. Works closely with drivers to resolve issues that may arise.
- Gathers and organizes documentation received from drivers. Disseminates to the appropriate departments.
- Responds to all catering inquiries on a timely basis providing excellent customer service. Works with the Kitchen Manager to ensure all orders can be fulfilled as requested.
- Disseminates the daily and monthly menus.
- Works with customers to gather meal counts and special dietary needs.
- Prepares daily production records and distributes meal information to the Kitchen.
- Prepares, distributes and enters all information required on sales to customers. Generates the invoice on catering orders.
- Assists in tracking and monitoring contract requirements.
- Closes the POS system daily and reconciles daily transaction for Finance.

- Prepares and submits invoices to Finance.
- Directly works with customers (contracted and non-contracted) directly.
- Works with Marketing on sales and customer service issues.
- Sets a good example for trainees (e.g., personal appearance, punctuality, attendance, mature and professional attitude, etc.).
- Communicates effectively with all clients, programs/departments and staff, both orally and in writing; read and understand written material.
- Assists supervisors to report workplace injuries according to established procedures including calling Medcor immediately for instructions to care for injury and follow-up with incident report in a timely manner.

Other Duties:

- Follows all safety procedure and practices, and that safeguards and proper safety gear, such as gloves, and hairnets are used when appropriate.
- Follows established work rules, standards of conduct, policies, procedures and practices.
- Performs other reasonably related business duties as assigned.
- Completes training as mandated by organizational policy.
- Demonstrates the ability to work with confidential information and comply with established policies, procedures, and practices.

EQUIPMENT USE:

- Intermediate to advanced proficiency in MS Word, Excel, Outlook, Database, or comparable programs.
- Other standard office equipment, i.e., copier, fax, cash register, 10-key.
- Company vehicle.

WORKING CONDITIONS/HOURS:

- Scheduled to work 5 days a week. Monday to Friday, 6:00 am – 2:00 pm. 8-hour shift may vary. May be required to work outside of normal business hours including weekends and holidays to meet operational needs and contract requirements.
- Works under a fast-paced environment
- Works with diverse group of people and at times under difficult situations
- Indoor, office setting, outdoors; may need to do deliveries, travel to other program sites, meeting sites, etc., as required.
- Indoor – kitchen environment; steam and heat from cooking and dish washing often cause uncomfortably high temperatures. The area is usually noisy, floors may be damp/wet where food or beverages have been dripped or wet from daily mopping that is usually performed while the workers are in the area.
- Some workers may be subjected to getting wet while using steam/pressure-washing equipment. Some workers are exposed to extreme temperatures of the hot kitchen and the walk-in refrigerator or freezer. Will be exposed to weather outside weather conditions including heat, rain and humidity.

MINIMUM QUALIFICATIONS:

Required:

- Education: High School or Certificate of Completion or equivalent
- Experience: Minimum two to three years in related work
- Clearance/Certification: 1) TB clearance, 2) Criminal background check, 3) Pre-employment drug testing, 4) Child Protective Services/Adult Protective check.
- Valid driver's license and clean driver's abstract

Preferred:

- Experience: Related work in food service, customer service and/or training programs

MENTAL DEMANDS:

- Dealing with difficult people or situations.
- Ability to plan and organize tasks and possess sufficient flexibility to respond to changing situations; requires ability to continuously repeat instructions and remaining calm.
- Use of considerable initiative and exercise good judgment.
- Ability to multi-task and work under minimal supervision.
- Ability to work under tight deadlines and pressure.
- Ability to maintain cooperative and productive working relationships.

PHYSICAL DEMANDS:

Frequently = F Occasionally = O Seldom = S Rarely = R

F	Standing	F	Lifting/Carrying below 25 lbs.
F	Walking	O	Lifting/Carrying 26 – 50 lbs.
F	Sitting	O	Lifting/Carrying above 50 lbs.
O	Climbing (ascending/descending ladders, stairs)	F	Seeing (able to clearly see 20 feet or more)
O	Balancing	F	Color Vision
F	Stooping, kneeling, crouching, and/or squatting	R	Night Vision (work at night with use of lighting)
F	Handling/Push/Pull (work with hands, arms, fingers)	F	Talking
F	Feeling (perceiving attributes i.e., size, shape, temperature, texture)	F	Hearing
R	Tasting	O	Travel

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of the job without undue hardship to the company.

I, (print name) _____, hereby acknowledge that I have read and understand this explanation and job description.

Signature: _____ Date: _____