



Fellowship and Hospitality Leader

Job Description

Status:	Part-Time; Hourly
Hours:	Up to 20; Shift rotation with team including Sunday morning
Reports to:	Director of Operations
Accountable to:	Office Manager; Executive Leadership Team; Church Council

Purpose: The primary responsibility of this role is to support Sunday morning fellowship providing coffee, donuts, and other items. This role also supports hospitality events where there is fellowship including food and beverages. This position will work alongside other staff and volunteer leaders to set-up, prepare, and clean-up the scheduled fellowship and hospitality events. Expectations include building relationships with staff and volunteers, providing a welcoming experience, and quality customer service to all.

Qualifications:

- 16 years of age
- ServSafe Certification or participate in training provided by SOTV
- Work or volunteer experience in banquet food preparation, server experience, barista or similar
- Working knowledge of kitchen equipment and coffee brewers, preferred
- Demonstrated ability to manage multiple tasks
- Ability to excel in a fast-paced environment
- Ability to work with a diverse population of people and needs
- Effective communication and organization skills
- Ability to build relationships and lead
- Basic computer skills
- Physical Demands
 - Ability to lift 40 pounds regularly and move freely between activities
 - Lift, reach, and carry supplies and/or equipment
 - Shifts require being on feet including standing and walking
 - Use of hands while wearing food-safe gloves to manage food, equipment, and supplies
- Reliable transportation
- Successful completion of background checks as performed by SOTV

Expectations:

- Flexibility to alternate shifts with team when needed
- Reliable and accountable
- Take initiative and self-starter
- Participate in meetings and trainings
- Comfortable communicating with and cross-training people of all ages, demographics, and abilities
- Comfortable working in a Christian, faith-based environment

Responsibilities and Essential Functions:

I. Fellowship and Hospitality Events

- A. Primary support to coffee fellowship on Sunday mornings supporting worship
 - i. Bakery pickup as scheduled
 - ii. Preparation of coffee and food items
 - iii. Stocking and replenishing through the morning
 - iv. Clean-up
 - v. Leading, training, and working alongside volunteers
- B. Provide reliable, dependable hospitality to ministry programs and events offering fellowship
 - i. Coordinate tasks with staff or volunteer leader

- ii. Lead, train, and work alongside volunteers
- iii. Set-up and clean-up
- iv. Prepare and replenish food and beverage items
- v. Food pick-up when necessary for fellowship or events
- C. Provide excellence in hospitality and customer service at all events
- D. Other duties / events as appropriately assigned

II. Administration

- A. Monthly scheduling meetings
- B. Event Follow-up
 - i. Provide feedback as requested on fellowship and events
- C. Financial Responsibilities
 - i. Process offering collections as appropriate
- D. Inventory and Equipment
 - i. Update inventory needs to designated staff contact
 - ii. Stock/restock supplies upon receipt
 - iii. Communicate equipment needs with supervisor
- E. Light-duty cleaning
 - i. Dishwashing
 - ii. Basic cleaning of tables, counter tops, and prep stations
 - iii. Cleaning of equipment and supplies
 - iv. Linens/Laundry
 - v. Sweeping and mopping as deemed necessary
 - vi. Communicate with supervisor on cleaning needs requiring custodial support
 - vii. Other cleaning as appropriately assigned
- F. Safety & Communications
 - i. Follow all food preparation and kitchen safety guidelines and regulations
 - ii. Enforce food preparation and kitchen safety guidelines and regulations with other staff and volunteers
 - iii. Maintain appropriate certifications and/or licensures as appropriate
 - iv. Participate in training(s) as deemed appropriate
 - v. Provide training to staff and volunteers as directed

III. Volunteer Leadership

- A. Work alongside and provide support to volunteers
- B. Provide assistance and training as needed
- C. Build relationships with the congregation to assist in volunteer recruitment

Core Competencies:

- **Hospitality:** demonstrates attention to detail in providing a welcoming experience for all; inclusive of all; ability to demonstrate empathy; appropriate expressions of care with boundaries; supports a culture of welcome and invitation; approachable; active listener; ability to respond with solutions; tolerance and adaptable to fast-paced environments
- **Team Orientation:** team player; demonstrates attentiveness to the team, and success in team environments; understands and supports the importance of teamwork; ability to work with all ages, demographics, personalities, and skill levels; use of diplomacy and tact; invitational
- **Attention to Detail:** organized; attentive to surroundings, perceptive to needs and considerations; proactive recognition of items needing attention
- **Work Ethic:** Dedicated to quality of work; prompt; reliable; flexible; proactive communicator