



# FLETCHER ACADEMY

A Ministry of FAI

## Overview of Role

<b>Position:</b>	Food Service Associate	<b>Department:</b>	Fletcher Park Inn Food Service
<b>Class:</b>	Part-Time	<b>Wage:</b>	\$11.50 / hr.
<b>Status:</b>	Hourly Non-Exempt	<b>Reports to:</b>	FPI Food Service Director
<b>Notes:</b>		<b>Revised:</b>	11/08/2021

### Our Mission:

We are a community of believers operating Adventist schools, ministries, and businesses in harmony to educate youth to have a transforming influence on the world as disciples of Christ.

### Our Vision:

To graduate students with the highest standard of intellectual and moral culture and thus be the leading sustainable Adventist educational model and resource for Christian leaders.

### Fletcher Park Inn's Mission:

To be a friendly and caring independent retirement community while supporting Christian education at Fletcher Academy.

### Why (Supports Mission & Vision in the following ways):

- Fletcher Park Inn is a place to “Live with Purpose” in an independent living community near to vibrant, active church families, a large AdventHealth community presence including a regional hospital across the street, and the Fletcher Academy Campus, offering physical, mental, social, and spiritual Food for Life. We desire to create and maintain a community of residents who are engaged stakeholders of our mission and ministry, where each resident is able to fulfill a greater purpose by being involved with the schools, businesses, and ministries of Fletcher Academy, Inc. Ministries. The community itself should be a haven which provides safe, affordable, attractive spaces that support body, mind, and spirit by offering a dynamic, fulfilling, peaceful, and compelling place to visit, spend time, and call home during a special part of life.

- We also seek to fully utilize a vitally important ministry owned by the organization to offer a strong value proposition (Villas, Apartments, and Rentals) where residents are called to Live with Purpose. This supports the practice of good stewardship of our land and building assets to generate revenue that supports the overall mission and sustainability of our organization.
- Fletcher Park Inn is a vital part of a Fletcher Academy education, which features an integrated work-study program as an essential component of its curriculum. Students work nearly everywhere on our campus, building practical skills and developing a strong work ethic as they are trained and mentored by caring, knowledgeable, patient, and kind supervisors who help to encourage each student on their teams to “Find your Purpose.”
- Fletcher Park Inn is home to our residents during a special time of life. The culinary and dining experiences offered at the clubhouse is one of the critical “touchpoints” which offer an opportunity to differentiate our Christian Seventh-day Adventist values in our community in a tangible way. Food Service is not viewed as “a job” here; being a Food Service Associate here is a ministry, not only in providing nutritious, health-conscious, and appealing meals that meet with appreciation from those being served, but also in being a leader/mentor of the student work program and a caring heart for residents’ needs and desires. The right team fit will have a strong desire to serve our Creator God, display attributes which emphasize presentation, aesthetic quality, care in preparation, culinary talent, order, cleanliness, and uncommon attention to detail. A Christlike love of people of all ages and walks of life is a must, as well as respect of our residents’ preferences for their nutritional sustenance and enjoyment, and a passion for working alongside young people.

#### **How (Essential Duties and Responsibilities):**

- **Cares** for the preparatory, serving, and dining environment, as much more than meals are shared here; the Creation Life message is demonstrated, while our students find service-based work opportunities and are encouraged to practice kind customer conduct, while the dining area acts as a social hub for residents to engage in meaningful connection and relationships.
- **Prepares, cooks, and serves** food alongside the Food Service Director (when present) and student workers, leading by example by demonstrating proper cooking, serving, and cleaning techniques. Helps to supervise student workers to ensure food handling and cleaning tasks are held to the highest standards.
- **Displays** genuine customer service skills and shows care for the needs and desires of others, working with the Food Service Director in addressing any concerns with food choices offered, i.e. vegan/meat options, accommodating dietary restrictions when possible, etc.
- **Prioritizes** cooking and cleaning tasks as needed and orchestrates student workers to help accomplish tasks in a timely manner.
- **Conscientiously maintains** the kitchen, dining room, cold and dry good storage, and all other department areas to a high standard of cleanliness and organization.
- **Maintains** standards of work, sanitation, and safety, ensuring that food items are properly shipped, received, stored, cooked, and served in a safe, sanitary, and timely fashion.
- **Covers** a standard and flexible work schedule which would include a weekend rotation; responsible for following opening and closing procedures as required on weekend and/or evening shifts to maintain the security of the facility.

- **Upholds and supports** Fletcher Academy and FPI standards pertaining to dress code, disciplinary actions, Student Handbook guidelines, etc. Records and reports any disciplinary or performance issues to the Food Service Director (in their absence) for follow-up.
- **Willing and able** to be part of a dynamic, diverse team serving in a drug/alcohol/tobacco-free campus workplace environment.

#### **What (Qualifications):**

- High school diploma or equivalent preferred. Strong in basic math skills. Excellent verbal and written communication skills.
- Must have some commercial / institutional food service experience and a positive record of service.
- Safe Serve qualified with current certification (or ability to obtain within 90 days of hire).
- May stand, walk, stoop, or perform manual physical labor of varying intensity for extended periods. Lifting requirements < 50 lbs.
- Able to handle a high-paced, potentially stressful work environment, and make productive supervisory decisions.

#### **Who (Reports to / Supervises):**

- Reports to the FPI Food Service Director; may indirectly supervise student workers and/or Career Education class students.

#### **Expectations:**

- The mission drives everything we do; students and patrons are central to that.
- We collaborate with team members to put the best of the organization first.
- We are supportive of others and open to their ideas.
- We focus on God and work towards unity.
- We take responsibility and initiative in a timely fashion.
- We thank volunteers and donors at every opportunity.
- We bring our best effort, no excuses.
- We operate with grace, flexibility, respect, professionalism, excitement, and energy.
- We identify and fill unmet needs.
- We communicate, regularly talking in person or calling team members.