

# FOOD & BEVERAGE ASSISTANT

## JOB DESCRIPTION



Position Type: Part time and/or Full time Non exempt  
Position Level: Assistant  
Functions: Food & Beverage

### ABOUT NO MORE EMPTY POTS

No More Empty Pots (NMEP) is a grassroots non-profit corporation that connects individuals and groups to improve self-sufficiency, regional food security and economic resilience of urban and rural communities through advocacy and action. No More Empty Pots' vision is to support communities in becoming self-sufficient and food secure through collaboration and adhering to core values of education, stewardship, and sustainability.

All candidates for NMEP positions are evaluated on “get it,” “want it,” and “capacity to do it,” and the values: forward thinking, arable & adaptable, innovative & solution oriented, people centered & trustworthy, and dedicated. All candidates must have the ability to accept challenges, ability to prioritize, ability to problem solve, versatility in applying knowledge and skills, commitment to NMEP' mission, and dedication to reducing structural inequities. All NMEP staff are expected to prioritize people and a focus on relationships while maintaining high standards of program delivery and using sustainable budgeting and time management practices.

### POSITION DESCRIPTION

No More Empty Pots seeks a detail-oriented, reliable professional to join the team. This position supports food packing, stocking, catering, customer service and delivery efforts of the Food & Beverage team. Successful candidates will have an interest in local and unprocessed food and can make recommendations to customers. They will enjoy all aspects of harvesting, packing and producing local foods and getting it to the customer through delivery to their home, selling it at the market or serving at a catering event. The position reports to the President/CEO.

Candidates for the Distribution Staff position should resonate or identify with the following qualities and traits:

- Ability to effectively and proactively communicate internally and externally
- Positive mindset that sees opportunities in diverse experiences
- Be detail oriented and deadline driven
- Passion for doing work driven by community need
- Self-starting while working independently and proactively
- Motivation for taking on challenges and solving problems
- Drive to take individual ownership of and expand upon job duties
- Confidence to ask questions and take calculated risk

### TOP 5 JOB RESPONSIBILITIES

1. Provide programming and administrative support to retail operations, catering and events, food procurement, distribution and delivery, and greenhouse production
2. Prepare food product for events, sale and distribution
3. Assist in planning routes and delivery of products and services to customers and stakeholders
4. Guide volunteers to complete program tasks like CSA packing, meal packaging, cleaning and organizing
5. Provide exceptional customer service in front facing spaces like the Micro Market or Cafe

### 20% LOGISTICS & DELIVERY

- Safely drive a refrigerated truck or other delivery vehicles
- Ensure product is appropriately received by customers or delivery site partners, including unloading product and moving it to the appropriate location
- Use technology and apps to create the delivery route, print labels and CSA guide
- Plan routes and other delivery details, communicating with other stakeholders as appropriate
- Communicate with other personnel who are driving and packaging to support a smooth and accurate delivery process
- Delivery and set up of meals and food at catering sites or events
- Follow processes that allow the team to consistently execute programming at a high level
- Follow and enforce the highest standards of food safety, safe and secure handling of equipment, and sanitation practices to keep participants, personnel, products, and company property safe

- Communicate with NMEP staff, delivery site partners, and customers to quickly and effectively deliver all products and to ensure up-to-date information
- Effectively organize product and all delivery details to support a smooth and accurate delivery process
- Care for equipment and handle all end-of-day procedures such as storing undelivered product or providing communication updates to appropriate personnel

## **20% DISTRIBUTION, RECEIVING & PROCESSING**

- This position is heavily focused on managing the packaging of meals, CSA boxes and supporting other food security efforts
- Receive vendor deliveries and ensure they proper staff is notified their product has arrived and where it is being stored
- Pick up and deliver products, supplies and materials for the organization
- Assist in harvesting produce from the Greenhouse, washing it and packaging it for wholesale or retail sale

## **20% WHOLESALE, RETAIL & CUSTOMER SERVICE**

- Work with the Food & Beverage team to provide responsive hospitality-oriented programming to the community, such as stocking the market, providing excellent customer service while working in the Micro Market/Cafe or an event that NMEP is supporting
- Guides volunteers to complete program tasks, such as packing the CSA, packaging food and meals and cleaning and organizing the kitchen, rooftop, greenhouse and facilities
- Support collection and reporting of all data needed for both internal and external program monitoring
- Welcome customers and assist them with the selection of merchandise
- Greet and interact with customers, share information and information about market products, processes and programming that NMEP provides to the community
- Help customers in placing orders and point of sale processes, EBT and WIC at the stores counter
- Communicate information about product availability, nutritional information and ingredients
- Open and/or count down cash register at the beginning or end of day with accuracy
- Maintain the cleanliness and appearance of the store through dusting, cleaning and restocking merchandise on the shelves
- Handle record keeping and re-ordering systems
- Help with preparation for displays and product highlights and promotions
- Display and organize products in the market for the customers to locate easily

## **20% CATERING & EVENTS**

- Provide the highest quality customer service as the face of NMEP for our participants, customers, vendors and catering clients
- Assist in cooking and preparation of food for catered events and meals
- Clean up at event site and return equipment to No More Empty Pots and its properly stored location after an event
- Maintain the highest level of food safety and sanitation practices to assure food is kept at proper temperatures during transport and during service

## **20% ADMINISTRATIVE**

- Attend all mandatory and team meetings
- Respond to email and all communications in a timely manner
- Follow company policies including financial policies by managing and submitting financial documents including receipts, requisitions, invoices, and other sensitive documents
- Collect and submit both quantitative and qualitative data on a weekly and monthly basis as assigned.
- Attend professional development training/workshops

## **OTHER DUTIES AS ASSIGNED**

- Other duties as assigned

## **REQUIRED SKILLS, QUALITIES, AND EXPERIENCE**

- Strong interpersonal skills and customer service experience including communicating with a wide variety of people
- Problem solving, customer service and resolving and communicating product quality issues
- Superior attention to detail
- This person frequently communicates with staff, students, volunteers, vendors, customers and others about organizational operations, programs, policies, and products. Must be able to communicate and exchange

accurate and relevant information in these situations.

- Must be able to discern between acceptable and unacceptable product and cleanliness standards in a food service and retail food setting
- Flexible schedule availability including weekends, evenings, and holidays
- Ability and resources to consistently arrive at work on time or work remotely
- A valid driver's license, access to transportation, and local travel are required

### **PREFERRED SKILLS, QUALITIES, AND EXPERIENCE**

- Proficiency in Google Suite and Microsoft Office including Excel
- Familiarity with the food system concepts such as zero-waste and seasonality
- Valid First Aid or other safety certifications
- Valid ServSafe or nutrition certification or degree
- Conversational Spanish fluency

### **WORKING CONDITIONS AND PHYSICAL DEMANDS**

- Must be able to stand and walk for up to 8 hours at a time
- Frequently operates a computer and other office equipment and supplies
- Constantly operates medium-size machinery including getting on and off a refrigerated truck lift
- Constantly moves in and out of a high-set truck cab
- Constantly moves about the building and other off-site locations
- Frequently moves product weighing up to 50 pounds between rooms in the Greenhouse, Micro Market, Food Hub or from one location to another
- Frequently reaches products and equipment stored in high or low locations
- Will work indoor and outdoor in conditions/environments that are hot, cold, or noisy
- Frequently positions self to reach products stored on high shelves or under a counter
- Frequently works in indoor conditions

### **ADDITIONAL JOB DETAILS**

- **Compensation:** \$18-24/hour, commensurate with experience
- **Hours per week:** Full-time 30-40 hours per week, Part-time 15-29 hours/week, non-exempt
- **Reports to:** President/CEO

### **TO APPLY**

To be considered for this position, please submit a resume, cover letter and two professional references to No More Empty Pots at [jobs@nmepomaha.org](mailto:jobs@nmepomaha.org). Be sure to include why this position with No More Empty Pots is a good fit for you.

Black, Indigenous, Latinx and any people of color, LGBTQ+ identities and anyone with marginalized identities are strongly encouraged to apply.

No More Empty Pots does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.