



## Job Description

**Job title:** Meals Site Coach  
**Department:** Senior Nutrition Program  
**Reports to:** Senior Nutrition Program Manager  
**FSLA Status:** Non-Exempt

### General Description

Meals Site Coach is responsible for creating and maintaining a welcoming, safe environment at all partners sites while ensuring compliance with all regulations. Recruit, train, motivate and appreciate volunteers.

### Primary Responsibilities

#### Outreach

- Engage seniors at dining locations in order to increase participation in meal program
- Communication with Food Service Manager and Meals Volunteer Coordinator about all aspects to improve the program
- Provide and promote information to individuals regarding meal program
- Seek out and speak to groups of seniors that do not regularly participate in meal program
- Assist and plan any promotional events/strategies to increase awareness and knowledge about meal program
- Assist in recruiting, retaining and recognizing volunteers
- Assist in making flyers, brochures, advertisements
- Assist in locating places to publicize nutrition programs
- Assist in fundraising activities
- Create and implement improvements for overall service

#### Training

- Provide training for meal site staff/volunteers on paperwork and ordering
- Oversee food serving to ensure proper food safety standards are followed
- Inspect meals and assure that standards for appearance, palatability, temperature and serving times are met.
- Follow all Hazard Analysis Critical Control Points (HACCP) principles
- Follow all ServSafe principles
- Train volunteers on creating welcoming atmosphere
  - Greeting clients
  - Registering clients
  - Signing clients in (roster)
  - Encouraging clients to reserve for future meals
  - Following up with clients who no show for reserved meal
  - Properly collecting voluntary donations

Fill in as cook/driver when needed

Perform other duties as assigned

The minimum qualifications, dress code, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

### Minimum Qualifications

- High School Diploma required
- Background in food preparation required
- Friendly, outgoing person comfortable working with the senior population
- Efficient in training others
- Experience in marketing, advertising and communications desirable
- Proficient to excellent computer skills (ie: Outlook, Word, Publisher, Excel, Google Suite)
- Proficient use of social media and Internet
- Must be able to read, speak and write English fluently; Bilingual preferred (Spanish, Mandarin, Cantonese)
- Ability to follow verbal and written instructions in English
- Culinary math skills
- ServSafe Manager Certification, or become certified within 6 weeks of hire. Responsible for keeping current
- Must have own transportation for use on the job, valid California Driver's License, Auto Insurance and DMV record that is acceptable to Spectrum and Spectrum's Insurance carrier

### Dress Code

All ServSafe rules must be followed including:

- Fingernails are to be kept short. No false nails, nail polish, or false eyelashes allowed.
- No jewelry, such as necklaces, dangling earrings, watches, or bracelets.
- Only jewelry exceptions are plain metal band rings and small stud earrings.

### Physical Demands

- This work requires the following physical abilities: climbing, bending, kneeling, twisting, reaching, standing, sitting, walking, lifting, carrying and relocating 50lbs
- Vision abilities required include close vision, distance vision, and ability to adjust focus
- Finger dexterity for activities such as typing, use of the computer mouse, computer usage, recording money, grasping and repetitive motions

### Work Environment

- The work is performed indoors and outdoors.
- Daily travel in Alameda County required.
- Noise level varies with sites any may be loud at times when working at the kitchen due to the use of the equipment
- The office environment is temperature controlled. Able to withstand extreme temperatures, hot and cold at other locations.

## General Competencies

### *Interpersonal*

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

### *Organizational*

- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policy and procedure; support Spectrum's goals and values

---

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.*

*A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.*

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*