

JOB DESCRIPTION: Hospitality Assistant

Reports to: Events Manager
Salary Level: Hourly, part-time (25 hours/week)
Approximately 10:00 a.m. – 4:00 p.m. M-F

Summary:

Under general supervision of the Events Manager, works within a hospitality team to meet agreed-upon goals. Coordinates ordering of kitchen supplies. Coordinates lunch services and prepares daily tea. To support a variety of SFI events, including informal breakfasts, evening receptions, and special dinners, this position requires a flexible schedule and occasional weekend and evening hours.

EDUCATION/JOB EXPERIENCE REQUIREMENTS

High school diploma or equivalent. Three years of hospitality experience, general office experience, and ordering and inventory experience required. Experience operating standard office equipment such as copiers, fax machines, telephones and printers. Typing/keyboarding skills necessary; computer skills preferred, especially database applications, e-mail, word processing, and web search. Ability to learn new software packages helpful.

Self-starter. Excellent organizational skills. Good attention to detail and good judgment. Good oral and written communication skills. Excellent interpersonal relations. Must have tact, diplomacy skills, and enthusiasm. Adaptable and able to work as part of a team. Must be able to lift 20 pounds due to lifting and moving boxes. Must provide personal vehicle and proof of driver's license and insurance.

RESPONSIBILITIES

Under supervision, and working with established vendors, orders, sets up, and oversees daily lunch service (M-F); breaks down as necessary. Maintains database for lunch service, and uses SEMS or other database to determine visitors and hence lunch count. Verifies bills from vendors and submits to supervisor for payment approval. Takes daily lunch and beverage receipts to finance office.

Handles inventory, ordering or shopping for, and stocking of kitchen supplies, including food for the daily tea gathering. Prepares afternoon tea five days each week, and special teas with prior arrangement as directed by supervisor. Cleans up daily after tea, putting food back into storage and setting dishes into sink for cleaning crew.

Daily, delivers outgoing metered and pre-stamped mail to local post office.

Warmly greets visitors who come into the kitchen or the visitor office; monitors who is expected and assists in making them feel welcome; makes introductions among new arrivals, researchers, and staff, especially during tea; and offers assistance regarding location of needed supplies or staff support. May provide introductory tours of the facilities for scheduled and drop-in visitors.

May assist visitors with sending faxes, making copies, or finding offices. May provide transportation assistance for visitors, such as to a local bank to cash a check or to a grocery store for groceries if the visitor has no car.

Assists other staff with photocopying, scanning, faxing, filing, preparation of mailings, or other clerical/administrative tasks, as directed by supervisor.

Assists with special events and handles miscellaneous tasks, projects, or delegated responsibilities as assigned by supervisor.