

Central Iowa Shelter & Services Employment Opportunity

Position Title: Food Truck Operator

Schedule: Monday – Friday, On Call Coverage, Evening and Weekends as Needed

Classification: Full-Time, Non-Exempt

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Salary: \$22.00/hr

Reports to: Director of Farm and Food

Travel Requirements: Travel within the community as needed

Organization Overview: Since 1992, Central Iowa Shelter & Services (CISS) mission has been to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency.

Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

Our facility has grown from being 150 emergency shelter beds to 56,000 square feet of supportive housing and services. CISS is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); Section 8 Project-Based Voucher efficiency apartments (44 rooms), and affordable housing (18 rooms). Along with expanded housing capacity, CISS also provides an on-site health clinic, mental health, substance abuse services, food pantry, community kitchen, clothing closet, classrooms, four job training programs and a new 3600 sq.ft. growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a daily medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits.

Programming continues to evolve to meet emerging homeless and community needs in rural Iowa through CISS leadership in the Rolling Hills Coalition (RHC) serving SE Iowa. Programs outside of Polk County ensure we are serving Iowans in their hometown to reduce the need for people to travel to our urban cores for assistance. RHC mirrors services on our main campus in Des Moines and allows for a continuity of operation across multiple geographic areas.

Position Overview:

The food truck manager is responsible for managing food service operations within the food truck. This is a multi-faceted, well-rounded position that will require someone with both experience and a solid work ethic.

Duties and Responsibilities include:

- Oversee the day-to-day operations at food truck and commercial kitchen.
- Plan for and purchase food for daily operations.
- Maintain required records including food production, inventory, income/expense, and meal counts.
- Ensure food truck staff member follow proper sanitation procedures.
- Preside over food truck employees, including cooks, food preparers, cashiers, and other employees.
- Ensure safety standards are maintained while food is being cooked.
- Prepare and serve the food.
- Plan menus
- Educate customers on menu items.
- Educate customers on company mission.
- Provide excellent customer service.
- Respond to customer preferences and complaints.
- Ensure customer dining experience is satisfactory.
- Set prices for each product on menu.
- Plan and budget for future meals
- Maintain equipment including refrigerator, stove, prep table and cookware.
- Train new employees
- Direct the cleaning of the truck and commercial kitchen.
- Keep records of supplies and purchases
- Review and approve timecards and PTO request for employees.
- Work with Employee Relations to ensure compliance with state and federal labor and OSHA laws.
- Follow sanitation and food safety guidelines at all times.

Qualifications:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Strong critical thinking, analytical and problem-solving skills, and customer service.
- Advance computer skills and proficiency in Microsoft Office
- Organized and detail-oriented
- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Ability to establish and maintain professional boundaries in working with the clients and staff.
- Positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented.
- Ability to work independently or in a team.

- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Must be prompt, dependable, and able to work with minimum day-to-day supervision.
- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.
- Ability to successfully pass a background check
- Possession of a valid Iowa Driver's license.
- Knowledge of traffic laws and safe driving practices.
- Ability to operate assigned equipment and vehicles in a safe and legal manner.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.
- Background check required.

Education and Experience:

- Minimum High School Diploma or GED required
- Experience working in a team environment

Physical requirements and work environment:

- Ability to work well within a cross-functional team environment and diverse communities.
- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand and walk.
- Work will be performed either in an office environment or in the field.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- Lift up to 100lbs.
- Be able to work in varying weather and temperature conditions.
- Able to develop and maintain a positive working relationship with all employees and work as part of a team by helping others as needed or requested.
- Fast paced work environment.

Benefits:

Full-Time employees have the ability to participate in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental and vision insurance

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.