



# Hosanna! Position Description

## A. Job History:

Job Title: Hospitality Associate

Reports to (Title): Lakeville Campus Coordinator

Department: Lakeville

Date Job Created: October 1, 2018

**HR USE ONLY:**     Exempt     Non-exempt    **Hours:** 20 hours/week

**B. Strategic Role Summary:** Working with the Hospitality teams, this role will ensure Hosanna's attendees receive high quality hospitality through food and beverage and volunteer engagement.

## C. Key Responsibilities (Essential Output):

1)	Responsible for providing outstanding customer service when preparing and presenting quality food and beverage, ensuring health, safety and sanitation guidelines for all practices and products.
2)	Responsible for resourcing, equipping and connecting with hospitality volunteers, including ushers, greeters, communion servers, café and catering.
3)	Responsible for maintaining and ensuring proper supply levels for all necessary goods and equipment for food & beverage preparation, according to Hosanna! practices and systems.
4)	Maintain cleanliness, sanitation, and organization of kitchen areas and supplies.
5)	As necessary and assigned, assist with campus and community events related to hospitality.
6)	Other duties and responsibilities as assigned by supervisor.

## D. Education/Experience:

	Required	Preferred	Major Course of Study/Description	Years of Exp.
HS Diploma/Equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Advanced degree/experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food & beverage service experience. Serve safe certification a plus	2+ years
Volunteer		<input checked="" type="checkbox"/>	Volunteer recruiting, equipping, developing	

## E. Core Competencies:

•	Mature faith, a personal relationship with Jesus Christ, commitment to the Teaching Statement and ministries of Hosanna!, a signed Hosanna! Leadership Covenant and submission to Biblical authority.
•	Membership in the congregation and worship at Hosanna! strongly recommended.
	Food and beverage planning, preparation and service with health and food safety experience
•	Proven hospitality and customer service experience.
•	Ability to interact in a service-oriented, kind and polite manner with a high degree of proficiency.
•	Effective organizational and multi-tasking skills.
•	Willing to collaborate in a team atmosphere.
•	Exceptional verbal and written skills.
•	Ability to take initiative and work with minimal supervision.
	Proficient in Google Suite, church databases, etc.

## F. Working Conditions/Physical Demands:

•	Schedule will include working evening, weekend, and extended hours as required by ministry needs. This includes Christmas Eve and Easter.
•	Extensive standing, walking and sitting for extended periods of time. Regularly 4-5 hours at a time.
•	Must be able to lift 15-20 pounds and work with hot liquids and machines.
•	Repetitive keyboard and mouse movements requirements.