

JOB DESCRIPTION

William J. Gould Associates, Inc

Full Time (40 hrs/wk) Roadside Store & Cafe Assistant Manager

This position is responsible to assist in the successful operation of the Gould Farm Roadside Store & Cafe. Gould Farm is a residential therapeutic community dedicated to helping adults with mental health and related challenges. The Roadside Store & Cafe is a restaurant, store and work program for the guests of Gould Farm who are ready to take on the challenge of dealing with the public in the restaurant setting. At The Roadside, the public and farm community can expect to receive high quality food and service as well as the farm products we market. Reporting to the Manager, this position is responsible for assisting with the daily operations of the store and cafe, while working alongside guests in a supportive atmosphere. The person in this position must be willing to promote the values and spirit of Gould Farm, to actively participate as a member of the community and to continuously seek ways to improve, both self and function.

Specific Responsibilities include but are not limited to:

Restaurant Operations

- Assist in overseeing the daily operation of the restaurant and maintaining the standards and expectations of excellence in work team performance and service.
- Plan, prepare and deliver menu items in a manner that reflects attention to quality and service, and health and nutrition.
- Assist in ordering, stocking & organizing inventory such that shelves are always stocked with the products we sell and materials are readily available for menu preparation.
- Maintain a clean, sanitary and safe work environment.
- General housekeeping tasks and sanitation procedures, including sweeping, washing floors and windows, cleaning cafe equipment and appliances, etc.
- Timely financial reporting on daily cash receipts, charges and inventory to the financial office.
- Make recommendations that will deliver budget goals and improve service to the community served by the store and cafe.

Work Program

- Create and support a work environment that is empowering for guests, volunteers and colleagues.
- Teach and coach guests assigned to the area, by offering supportive, appropriate and challenging work assignments and recognizing accomplishments.
- Collaborate with staff and guests to ensure an environment where all participant's strengths, talents and voices are recognized.
- Actively engage in circle of support and feedback regarding guest participation in Roadside work program as part of the overall Gould Farm therapeutic milieu.
- Support other food service work teams, especially when the Roadside Store & Cafe is in a seasonal downswing.

Administration

- Meet weekly with Manager for ongoing supervision to support professional growth and competency.
- Serve in leadership role, supervising and supporting volunteers and per diem staff, and provide oversight of Roadside work program and restaurant operation in Manager's absence.
- Attend and participate in regularly scheduled staff and community meetings.
- Participate in ongoing training to meet performance expectations.

Qualifications: This position requires residency at the Farm as a condition of employment (living at Gould Farm in provided housing). Should suitable housing not be available at the time of hire, agreement to moving to the Farm as soon as suitable housing is available is a contingency of employment. Grill/Short Order Cook experience is helpful/preferred. This position requires a willingness to work in and some aptitude for food services, and the ability to work collaboratively as a team member. Excellent communication and organization skills and the ability to assist with the integration of community feedback into a continuous improvement initiative are essential.

INTERESTED CANDIDATES SHOULD SUBMIT A LETTER OF INTEREST AND RESUME VIA EMAIL:

hr@gouldfarm.org, OR BY MAIL TO:

Human Resources Director

Gould Farm

P.O. Box 157, Monterey, MA 01245