



# COPPER SHORES

## COMMUNITY HEALTH FOUNDATION

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## Meals Service Specialist

### POSITION SUMMARY

Copper Shores Meals on Wheels is seeking Full-Time Meals Service Specialist. This is a hybrid position that will consist of meal delivery, on-site Meet and Eat coordination and assisting in the Kitchen with meal preparation and clean-up. This position ensures safe, timely meal delivery to homebound clients while also supporting the daily operations of Meet and Eat sites.

### GENERAL RESPONSIBILITIES

- Ability to listen and communicate effectively.
- Ability to represent Copper Shores Meals on Wheels in a professional, tactful, and friendly manner.
- Ability to work independently, prioritize work, exercise sound judgment, and make decisions in a timely manner.
- Ability to report and share information with team members and supervisor.
- Ability to respond calmly and appropriately to all on-the-job situations, including emergencies and difficult situations.
- Ability to demonstrate respect and sensitivity to the needs of individuals. Willing and able to relate to individuals from all ethnic, racial, religious, or socioeconomic backgrounds.
- Responsible for preparation of individual place settings and serving of food at Congregate Meal Sites.
- Responsible for ensuring that Congregate Meal Sites are clean and maintained properly.
- Maintaining daily records of client participation at Congregate Meal Sites.
- Oversee volunteers at Congregate Meal Sites.
- Collect donations and submit all paperwork and donations to the main office.
- Deliver a route of meals, Monday-Friday, following established time schedules.

- Review orders before and after delivery to ensure that all orders are complete per individual specifications.
- Maintain a log of mileage and daily meal totals, submitting required paperwork by posted deadlines.
- Meals are delivered daily, regardless of weather conditions. (Routes may be cancelled due to extreme weather conditions.)
- Maintain a friendly and engaging personality while working with seniors and fellow staff.
- Provide contact and wellness check of each senior on the established route.
- Provide excellent customer service, answer questions, and handle client concerns with compassion and care.
- Responsible for assisting in the preparation of meals under the direction of the cook.
- Responsible for packing bags for home delivered meals.
- Assist with all kitchen related duties.
- Abide by all transportation laws and maintain a clean and safe driving record.
- Attend trainings and/or meetings as required.
- Other duties as assigned.

## **QUALIFICATIONS**

- Be dependable and work in a team environment.
- Maintain confidentiality.
- Must be able to follow directions and complete repetitive tasks with minimum supervision.
- Clean driving record.
- Valid MI Driver's license, proof of car insurance and reliable transportation.
- Strong time management and customer service skills.
- Available Monday through Friday, 8:00-4:00
- Access and use of a cell phone.
- Background check clearance.
- Ability to lift 25 pounds. Physical ability to climb stairs.

## **Position Preferences:**

- Experience preferred in working with the older adult community
- High degree of accuracy and attention to detail
- Knowledge of safe food handling techniques and guidelines.

## **TYPICAL WORK SCHEDULE**

Monday through Friday, 8:00 a.m. to 4:00 p.m.

## **POSITION CLASSIFICATION, WAGE SCALE, AND OTHER BENEFITS**

Full-Time, non-exempt position. \$15.00 per hour with mileage reimbursement at the current IRS rate. Copper Shores Meals on Wheels is committed to offering a competitive compensation and benefit package including health, dental, vision, and prescription coverage along with a supplemental life and disability coverage; 401k contribution, and paid time off.

## **AT WILL DISCLAIMER**

It is the policy of Copper Shores that all employees who do not have a written contract with Copper Shores for a specific term of employment are employed at the will of Copper Shores for an indefinite period and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, such employees may terminate their employment at any time and for any reason.

## **APPLICATION PROCESS**

### **Mail or e-mail cover letter and resume to:**

Natasha Berg  
Human Resource Director/Compliance  
Copper Shores Community Health Foundation  
400 Quincy Street  
Hancock, Mi 49930  
nberg@coppershores.org

Application review will begin immediately and the position will remain posted until filled.

## **ORGANIZATION MISSION, VISION, AND GUIDING PRINCIPLES**

### **MISSION**

- To positively influence a healthful community through enhanced philanthropy and collaboration

### **VISION**

- To influence a shared vision (of a healthful community)
- To foster collaborations and partnerships
- and to build community capacity to shape outcomes

### **OUR VALUES**

- Integrity – We will be open, honest, and transparent in our administration and stewardship of the community assets entrusted to us.
- Commitment to the Community – We shall administer the Foundation in a way that is objective, responsible and focused on long-term sustainability and impact.
- Collaboration – We will work to bring perspective and experience together to fulfill our potential as we work as a broader group that represents the interests of the community we

serve. This shall be done to ensure that we strive to identify, foster, and maintain partnership-relations as we work to improve the health of our community.

- Creative Solutions – We will work towards that which we aspire to be and will find creative, innovative, and sustainable solutions to the systemic challenges that face our community's overall condition of health.

### **SUCCESS FACTORS**

- People – We will employ, engage, develop, and retain high-caliber employees and Board Directors.
- Processes – We will work to ensure our administrative processes provide effective administration of the Foundation.
- Financial Performance – We recognize that we must achieve financial goals and investment returns in order to effectively and perpetually reinvest in our community.
- Communication – We will be transparent and honest in our promotion of the Foundation and efforts to engage our donor community and cultivate overall public support.
- Community – We recognize and acknowledge the vitally important role our community partners, donors, and various stakeholders play in making this a more vibrant and healthful community and our success is found in their success and support.

### **EQUAL OPPORTUNITY EMPLOYER DISCLOSURE**

The qualifications and specifications mentioned above are intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty. The position will be filled based on qualifications regardless of Race, Color, Disability, Religion, Sex, Sexual Orientation, National Origin, Height, Weight, Age, Veteran, or Marital Status.