



Gather55 Café Shift Lead

Wanted: G55 Shift Lead oversees daily operations, ensuring high quality food service, cleanliness, and efficiency. This position covers a wide range of ‘front of house’ coordination and programming responsibilities which include but not limited to guiding and overseeing staff, opening/closing operations, inventory checks, handling cash, handling complaints, and being a bridge between the team and management. Most importantly this team member will ensure service to all guests is given in a gracious manner treating all with dignity and respect.

Why Work at Hands On Hartford: Located in the vibrant Parkville neighborhood of Hartford in partnership with others, Hands On Hartford strengthens community by responding faithfully to people in need through programs that change lives and renew human possibility. We’re a 56-year-old nonprofit that values diversity, team work, and takes a strength based, collaborative approach to all we do.

When: 35 hours per week, Monday-Friday. A minimum of one holiday a year and occasional evening and weekend work as necessary to meet deadlines.

Pay: Range \$20-\$23 per hour. This is an hourly full-time position.

As the Gather55 Café Shift Lead: You will Demonstrate genuine hospitality and set the stage for an exceptional dining experience by making every single guest feel welcome and promoting Gather55 culture and Service standards. Operate the Point of Sale system, accurately record guest's orders and communicate those orders to the kitchen staff, making sure to note any special requests so all items are made correctly. Make specialty coffees/smoothie’s and package other items being purchased. Explain menu items to customers with enthusiasm and descriptive language, and be knowledgeable about ingredients. Coordinate restaurant waiting/seating. Greet guests with a smile and a pleasant disposition in a timely manner. Resolve guest complaints.

Qualifications:

- ServSafe Food Handler Certification (Introductory period to obtain ServSafe Certification if needed).
- Fluency in English and Spanish is strongly preferred.
- The ideal candidate will have proficiency in Microsoft Word, Excel, Outlook and other Microsoft products.

Essential Physical Requirements:

- Prolonged standing, walking, reaching, turning, and twisting.
- Be able to lift and carry up to 25lbs.

What we offer full-time employees:

- Dedicated and friendly co-workers
- Training and team-building opportunities
- Competitive wages
- Paid time off –holidays, vacation, personal time, and sick leave, and EAP
- 401(K) contribution and employer match
- Free on-site and off-street parking
- Excellent medical/dental/disability/life benefits

If this sounds like a position where you can use your skills and passion:

Email letter of interest & resume to: Rob Maffucci, Director of Gather55 & Shared Kitchens

Email: rmaffucci@handsonhartford.org

Closing date: Until Filled

AA/EOE