

Job Title: Kitchen/Operations Support
Department: Kitchen
Reports To: Kitchen Manager
FLSA Status: Non-Exempt
Prepared By: Executive Director and Kitchen Manager
Prepared Date: 3/24/2026

Mission:

Founded in 1999, Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support single adults and families in making life-affirming choices and measurable progress towards self-sufficiency. The Bethlehem Inn provides emergency access to shelter and food in a safe, secure environment.

The primary responsibility for any staff member is the safety and security of the facility, staff, residents and volunteers, while providing emergency shelter and food. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential in the success of the Bethlehem Inn, its residents, staff, and volunteers. This promotes a healthy and fulfilling work environment.

Position Summary:

The Kitchen/Operations Support will be responsible for smooth operation of the kitchen, working with and overseeing residents and volunteers in Bethlehem Inn's commercial kitchen. Is aware of inventory and maximizes use of what is on hand. Trains and assists staff and volunteers before, during, and after meal times.

The Kitchen/Operations Support position follows Oregon Health Dept. Food Handling Guidelines to ensure that all food items are properly handled, stored and are within expiration dates, appliances and meal preparation items operate correctly and meet sanitation guidelines, cabinets and drawers are stocked, resident sack lunches are made, and ingredients for onsite meal preparation are available as required.

Essential Duties & Responsibilities:

(Includes the following though other duties may be assigned)

- Ensure the kitchen is clean at all times
- Stocks the kitchen with soap, paper towels, and dining area with utensils, napkins, sugar, etc.
- Ensures that all items are stored properly (food, dishware, equipment, etc.)
- Responsible to ensure accurate labeling, and disposition of kitchen related items per procedures;
- Demonstrates clear understanding and application of FIFO (First In, First Out) food storage practices
- Prioritizes use of existing food inventory before utilizing new supplies
- Responsible for processing and organizing incoming kitchen donations, ensuring all items are reviewed and stored promptly and correctly;
- Daily review of all storage (refrigeration, dry, and paper products) to check for expiration dates and food quality;
- Maintain established cleanliness & sanitation systems and guidelines;
- Washes, dries, and properly stores dishes and kitchen equipment
- Prepare meals or works with volunteers to prepare meals;
- Ability to prep, cook, and serve meals independently for large groups
- Demonstrates basic knife skills and safe food preparation techniques
- Able to train volunteers in safe and appropriate use of kitchen equipment, operation and clean up;
- Oversees participants completing kitchen chores or volunteer tasks, ensuring adherence to expectations and safety standards
- Knowledge of and comfort working with commercial kitchen equipment (e.g., gas stove, flat top, steamer)
- Works in conjunction with Kitchen Manager to ensure that healthy meals are produced and served for all residents staying in the shelter;
- Respond to kitchen and food production issues in a timely manner;
- Follows Oregon Department of Health food handling and sanitation requirements;
- Knowledgeable of vendor relationships pertaining to the kitchen, equipment;
- Keeps track of regularly used items and notifies supervisor of low inventory;
- Maintains accurate meat and fresh food tracking logs;
- Makes sure that hot and cold leftovers are handled properly; and
- Hours will be dependent upon meal times and needs.

Professionalism

- Sets and models high standards of honesty, integrity, and ethical behavior.
- Acts with a sense of reasoned urgency.
- Is adaptable and flexible and deals effectively with uncertainty.
- Represents self well with both internal and external customers in day-to-day interactions.
- Demonstrates effective and professional written and interpersonal communications skills.
- Deals effectively with conflict and works toward positive resolution.

Planning, Coordination and Teamwork

- Provides coverage and assistance for team members in all tasks to as required to maintain continuity of services.
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members.
- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to team
- Able to multi-task.
- Able to follow rules, procedures and staff instructions
- Knows when to involve staff in various situations
- Forward thinking, plans ahead, has good time management

Minimum Qualifications:

(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)

- Two (2) years of direct service experience, in food service environment
- Oregon Food Handler's Card (must be obtained prior to first day of employment).
- Ability to exercise sound, independent judgment, to maintain a high level of confidentiality, to respond effectively to emergency and crisis situations and resolve problems.
- Punctual, dependable and flexible.
- Ability to write clearly and concisely and to communicate effectively in writing.
- Ability to communicate clearly and concisely orally.
- Analytical capability, ability to work effectively with data and identify trends, draw on history and recognize what has worked and what has not.
- Valid Oregon driver's license required.

(The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.)

Preferred Qualifications:

(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)

- Bi-lingual and / or Bi-cultural preferred.
- Work or human services experience working with special need populations, advocacy for low-income populations, experience working with and an understanding of culturally diverse groups.
- Knowledge of area community resources.

Physical Demands:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- The work environment can be unpredictable depending on the time of day and resident activity. Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our guests are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide a locus of certainty and calm in what can sometimes be confusing situations.