



## DRAFT JOB DESCRIPTION

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<b>ROLE TITLE:</b>	DDC – Visitor Experience Centre Kitchen Cook/ Store Clerk/Motel Assistant	<b>Apply by March 6<sup>th</sup>, 2020</b>
<b>DEPARTMENT:</b>	Visitor Experience Centre Café, Store and Motel	<b>Resumes to Admin Office - Anne Pettet</b>
<b>REPORTING TO:</b>	Visitor Experience Centre Manager	<b>Email: <a href="mailto:anne@nitinahtstore.ca">anne@nitinahtstore.ca</a></b>
<b>POSITION TYPE:</b>	2 part time seasonal for Beginning of 2020 Season – more positions available as needed	<b>Interviews March 9<sup>th</sup> – 13<sup>th</sup>, 2020</b>

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Ditidaht Development Corporation (DDC) believes in the success of our community. Our organization relies on dedicated employees who are committed to supporting our members to become a self-sustaining nation for our people. That in turn deserves our ongoing support and encouragement. We believe that doing so requires laying the foundation for a respectful and positive work environment

### ROLE SUMMARY

Reporting to the Manager, the Kitchen staff serve as the ambassador to our guests by providing a clean and orderly kitchen and cafe environment with quality menu delivery that will become a critical factor in maintain and strengthening our reputation with integrity and attention to detail. All staff positions will have some shared responsibilities and cross-training opportunities to provide the best customer service in all areas of the Ditidaht Visitor Centre including Store, Café, Orientation and Motel.

### DUTIES AND RESPONSIBILITIES

The Kitchen 's primary role includes the following responsibilities:

1. Kitchen Operation

The kitchen staff are responsible for the overall operation of the kitchen and cafe, including the following:

- Maintaining the organization and cleanliness of Kitchen, cafe and storage areas, following BC WorkSafe policies
- Maintaining the inventory supplies, and ensuring cooking and food storage equipment are in working order
- Quality control of menu items, Order pick up, and check for accuracy and quality of items received

2. Additional Expectations

The Housekeeper 's Assistant ole also includes

- a. Attending staff and team meetings, as required
- b. Coordinating with the Motel Manager, communicating issues and opportunities and problem solving as needed
- c. Having a thorough knowledge of the DDC HR policy and relevant procedures
- d. Maintaining professionalism at all times
- e. Maintaining a professional manner on social media
- f. Maintaining confidentiality of information received
- g. Ensuring health and safety standards are maintained and promoting a physically and psychologically safe work environment
- h. Willingness to take on other responsibilities as identified by the Motel Manager (eg. Pick up supplies needed in town)

3. Professional Development

All staff are expected to participate in professional development opportunities that are specific to their role and those that are provided to all DDC/DFN staff. This includes:

- a. Communications
- b. Conflict Management
- c. Relevant Computer Software
- d. Skills required for role's responsibilities
- e. Other areas as identified

**QUALIFICATIONS**

- High School Diploma preferred
- Good reputation with the Nation
- General Knowledge of Motel/Hotel procedures and operation, including telephone and computer skills
- Current BC Driver's License (or willingness to obtain one)
- Criminal Record Check (as required by Parks Canada for Orientation position)

**PERSONAL CHARACTERISTICS**

- Courteous and strong ability to positively engage with people
- Strong interpersonal skills and ability to work well within a team
- Able to work in changing, dynamic, high stress environment
- Able to work well and respectfully with community members
- Able to maintain confidentiality
- Able to handle conflict with sound judgement
- Self-motivated and able to work independently under the supervision of the Motel Manager and as part of a team
- Interested and committed to consult with the Motel Manager and other staff as needed and involve them in decision-making as relevant

**SKILLS (may be enhanced with training on the job)**

- Strong oral and written communication skills
- Well-organized and makes good use of systems to track tasks, schedules, etc.

**LOGISTICS and PROCEDURES**

- Hours of Work: Variable Shifts ranging from 7am – 10pm 7 days a week.

Prepared By:	Lesley Lewis Street and Anne Pettet
Date Prepared:	Feb 26 <sup>th</sup> , 2020
Date Revised:	