



Enhancing and empowering the lives of persons with disabilities through specialized job training and community supports

DSP Operations Assistant

Job Summary:

This role is a unique mix of fast-paced customer service skills and fulfilling relationship-building by way of paid training and employee development. Our Operations Assistant brings supervisory experiences from a previous retailer to the supported employment environment of Whole Latte Love Café. In this role, the Operations Assistant will train people with disabilities (Trainees) to serve our customers, as well as operate the Point of Sale (POS) system, among other skills. The Operations Assistant will receive training as a *Direct Service Professional* (DSP) to be qualified to work with WLLC Trainees, who desire to lead self-directed lives and become productive community members. The Operations Assistant role requires flexibility, creativity, and commitment in creating a positive learning environment with clear, specific, timely, and respectful Trainee coaching efforts.

The *DSP Operations Assistant* provides Trainees with direction and feedback by teaching and reinforcing habilitation concepts related to work in a customer service environment, including responsibility, attendance, task completion, problem-solving, social interaction, motor skill development, and safety awareness. The *DSP Operations Assistant* would be responsible for the opening duties in the café; implements daily meetings and weekly EMPOWER sessions with Trainees; fields customer complaints or questions; and oversees proper cleaning of all coffee machines. This position also works cooperatively with other WLLC staff to help Trainees perform “front of the house” tasks including maintaining cleanliness of dining, coffee prep, and restrooms. All WLLC staff are expected to build trusting relationships with their colleagues, Trainees and their families, and referring agencies.

Responsibilities of the DSP Operations Assistant:

A successful DSP Operations Assistant will perform the following job responsibilities:

- Demonstrates competence in serving our guests, preparing and providing guests’ orders, and teaching Trainees to operate a point-of-sale (POS) system.
- Oversees Trainee performance of essential functions in all customer service areas: host/hostess and POS system of the coffee shop.
- Assists Trainees with understanding proper customer service skills, safety procedures, cleanliness of work areas, and expectations associated with community employment.
- Establishes person-centered planning for Trainees through job accommodations, individual service plan (ISP) team collaborations, natural supports, and mentoring.
- Accurately completes and submits state-mandated documentation forms and billing for services through our software system.
- Follows state and SCBDD requirements for accurate reporting of Incidents (M/UIs).
- Completes Employment First Training (per Rule 5123:2-2-05) within first year of employment and renews required trainings annually.
- Observes WLLC best practices and organizational standards as noted in the Employee Handbook.
- Willing to transport Trainees if needed.
- Performs other tasks as assigned by the Supervisor.

Important Qualities:

- Demonstrates practical and ethical reasoning in making independent judgments.
- Presents with a flexible and calm demeanor.
- Promotes a positive, team-based work environment.
- Demonstrates integrity, respect, cultural sensitivity, quality service, and excellent communication skills.
- Demonstrate sound judgment and strong time management skills.

Requirements:

- High School Diploma or GED
- 18 years of age or older
- Holds a valid Ohio driver’s license with fewer than 6 points and is covered by valid liability vehicle insurance as specified by Ohio law.
- Minimum two years of management and customer service experience
- First Aid and CPR certification
- Signed attestation that he/she has not been convicted of, pleaded guilty to, or been found eligible for intervention in lieu of conviction for a disqualifying offense.
- Ability to read, write, and understand English
- Ability to pass a controlled substance test
- Ability to pass a criminal (FBI / BCII) background check

OAC Rules 5123-2-08 and 5123-2-02

Our Culture:

Our program strives to promote the value of diversity, dignity, and the quality of life for persons who are differently-abled. If you are looking to build more leadership and meaningful training skills, this role is for you!

Job Information:

Location: North Canton, Ohio
Job Status: Hours Vary, Non-Exempt, Full or Part-Time Position(s)
Pay Range: \$15.00 per hour
Reports To: Director of Operations

I acknowledge that I have read and understand the above job description in its entirety and am capable of meeting/performing all stated requirements with or without accommodations.

SIGNATURE

DATE

Director of Operations

Date

