

**ROWAN HELPING MINISTRIES
JOB DESCRIPTION**

**FOOD OPERATIONS MANAGER
(FULL-TIME)**

General Responsibilities

The Food Operations Manager position is a full time, exempt position and is responsible for the daily operations of Jeannie's Kitchen, Family Food Bags, and Food for Thought. This position will require 40-45 hours per week and must be flexible to meet the needs of and demands of this position. While the typical work week will be daytime hours Monday through Friday, some weekend and evening hours will be required. This position reports to the Director of Crisis Assistance and Food Operations.

Specific Responsibilities

- Oversee and manage the operations of **Jeannie's Kitchen** which provides three meals each day.
 - Breakfast and Dinner to shelter guests only, while lunch is open to anyone in the community.
 - Create weekly menus and help volunteers in their meal planning while suggesting healthier options.
 - Oversee the operations of a commercial kitchen and maintain high standards of cleanliness, food safety, proper rotation of product FIFO (First in First Out) and follow all established policies.
 - Schedule and supervise kitchen staff's, productivity, and performance by providing constructive feedback. When required, document and follow through on corrective actions.
 - Follow all USDA guidelines related to inventory management and policies.
 - Ensure Kitchen Pantry, walk-in cooler/freezer is organized and stocked properly and maintained at appropriate temperature and the kitchen and equipment is clean and sanitized after each meal.
- Oversee and manage the operation of **Food for Thought and Family Food Bags**.
 - Family Food Bags are the distribution of USDA's TEFAP Food. (The Emergency Food Assistance Program).
 - Inventory Management of all USDA products and their safe storage.
 - Ensure food is being distributed in a timely manner and equitable manner in accordance USDA Civil Rights Trainings.
 - Food for Thought: a weekly food supplement program for students in Rowan County in schools.
 - Inventory management including procuring, receiving, and distributing healthier kid friendly food items.
 - Work with volunteer drivers to deliver weekly food bags to 29 schools in Rowan County.
 - Collaborate with school representatives who identify and obtain parental permission for students to participate in the program.
 - Document each child's involvement in our case management system.
- Engage and Retain volunteers in specific food program areas.
 - As a volunteer driven agency, the Food Operations Manager will be responsible for cultivating existing volunteer group relations and recruiting new volunteers and groups to provide food services to our guest, clients, and community.
 - Utilize our Volunteer Hub web-based platform to plan and schedule volunteer opportunities.

- Assist and participate in special food related events and projects as assigned.

General Requirements:

- Must be able to prioritize to meet deadlines while maintaining high standards.
- Must be able to communicate effectively both verbally and written with guests, volunteers, vendors, and staff.
- Prior management of staff and groups.
- Solid understanding of inventory management and excel.
- Willingness and ability to participate in physical labor as needed (ability to lift 40 lbs. and be on one’s feet for 4-6 hours each day.)
- Must be able to serve guests and clients with dignity and respect without passing judgement.

Education and Experience

- Must be at least 21 years old, possess a two-year college degree or four years’ experience in supervision/management, prior food and/or retail management experience preferred.
- Must be Forklift Certified or willing to become certified (training will be provided if applicant needs certification).
- Must be compassionate and work with diverse people and can establish rapport with clients, volunteers, and staff. Must be detailed oriented, organized, and write legibly. Be a good listener with a friendly, understanding, empathic and non-judgmental attitude. Works as part of a team as well as independently motivated to accomplish tasks and projects. Must be able to demonstrate leadership and interpersonal skills. Computer literate especially Excel. Able to adapt in a fast-paced environment.
- Must possess a vehicle, a valid driver’s license, and have a clean driving record.
- Serv Safe Certified or willingness to obtain certification.
- CPR certification preferred.

Direct Reports:

- Kitchen Staff (2-3)

Food Operation Manager:

Date:

Director of Crisis Assistance and Food Operations:

Date:
