

TITLE: Food Service Manager

QUALIFICATIONS:

Education/Training: High School Diploma or equivalent. Prefer education or course work related to Certified Dietary Manager, Restaurant Manager, Nutrition/Food Service Management, Chef or Culinary Arts. Food Protection Manager Certification or equivalent certification as approved and listed by Conference for Food Protections Standard for Accreditation of Food Protection Manager Certification Programs.

Experience: Management/Supervisory experience is required, as well as experience with culinary arts and creativity of food production. Must have knowledge of adopted Michigan Food Code and have made large quantity food purchases. Experience with recipe conversion is needed. Strong computer knowledge is needed.

Job Requirements:

- Reading skills: Ability to read, understand and convert standardized recipes.
- Math skills - ability to perform arithmetic calculations to convert quantities for production and ordering purposes.
- Good verbal and written communication skills: Ability to lead and instruct staff/volunteers related to job duties, food production and any other food service issues.
- Physical Abilities – Ability to reach, bend, stoop and frequently lift up to 40lbs.
- Ability to work in standing position for 4 or more hours.
- Computer skills – basic Microsoft Outlook, Word, Excel and computerized food ordering system (or willingness to learn).
- Interpersonal skills along with excellent customer service.
- Reliable automobile and valid driver's license.

JOB GOAL: Manage, coordinate, educate, delegate and supervise kitchen staff to produce appealing meals for Congregate Lunch Program, Home Delivered Meal program, Seasons meals and special events while maintaining compliance with food safety regulations and nutrition standards.

REPORTS TO: Centers & Nutrition Program Director

PERFORMANCE RESPONSIBILITIES

1. Supervision and Staff Management
 - a. Nutrition Program personnel including all cooks, Food Service Coordinator and Trailside Meals on Wheels Volunteer Drivers.
 - b. Safe, proper and efficient use of equipment.
 - c. Employee schedules for Kitchen Coordinator, all cooks.
 - d. Maintenance of proper safety and sanitation.
 - e. Fosters positive, professional attitude and behavior.
 - f. Analyze information and problem solve regarding kitchen issues.
 - g. Completes performance assessments for Kitchen Coordinator and all cooks with assistance of center directors.



PERFORMANCE RESPONSIBILITIES: (continued)

2. Training and In-Service
 - a. Assist Nutrition Program Director with nutrition training for cooks regarding safety and sanitation.
 - b. Training and monitoring of cooks regarding quality food preparation.
3. Meal Service and Menu Planning
 - a. Provide direction for food service department regarding daily meal preparation and service of Congregate and Home Delivered Meals utilizing food safety and sanitation techniques defined by the Michigan Adopted Food Code.
 - b. Assist Nutrition Program Director with creative menu planning.
 - c. Standardize recipes to adjust preparation for minimal waste of 3% or less.
 - d. Directs cooks regarding recipe adjustments and food preparation techniques.
 - e. Evaluate and make recommendations for changes or improvements.
 - f. Assist with menu planning for Holidays and special events.
4. Food Purchasing
 - a. Direct and guide Food Service Coordinator regarding food purchasing for all Senior Services Centers to improve food cost.
 - b. Directs regular and year end inventories of food and supplies at Senior Services Centers.
 - c. Monitor food purchasing requests in relation to menu and nutrition guidelines.
 - d. Evaluate and assess products purchased with assistance of Nutrition Program Director to control food cost.
5. Quality Assurance
 - a. Assist with development and monitoring process of food safety standards per food code guidelines.
 - b. Assist with development and monitoring process of maintaining food code and food safety guidelines.
6. Communication
 - a. Assist with communication regarding menu, recipe and ordering changes.
 - b. Oral and written communication with center directors and cooks regarding menu, recipes and ordering needs for the department.
 - c. Acknowledge clients, Center directors and cooks regarding concerns and complaints and immediately respond to make appropriate corrections or changes.
 - d. Maintains and encourages positive and respectful communication regarding clients, staff, and organization.
7. Confidentiality
 - a. Maintains confidentiality of all employee, client and volunteer records and information.
8. Other
 - a. Performs other tasks and assumes other responsibilities as assigned.
 - b. Attends workshops and training as required to maintain qualifications.

Reviewed and Agreed to by: _____ Date: _____