

Job Description – Food Services Manager

Department: Operations
Job Title: Food Services Manager
Reporting to: Director of Operations & Special Projects
FLSA Status: Non-Exempt
Date Prepared: January 10, 2024



Job Summary:

The Food Services Manager (FSM) is primarily responsible for managing and coordinating the daily meal service, serving between 50-150 guests per day, and overseeing the overall operations of the Family and Volunteer kitchens. The FSM is responsible for scheduling and overseeing volunteers and organizations as it relates to daily meal service operations, ensuring proper training and guidance is provided and complies with safe food handling protocols. The FSM is responsible for preparing a varied menu of balanced and nutritional meals for guest families. The FSM ensures continuous compliance with local, state, and federal laws, regulations, safety, and sanitation procedures.

This position is a full-time, non-exempt position based upon a 40-hour work week and is expected on-site to prepare and serve dinner to families at least five evenings per week. This position is expected to work additional hours in the event of an emergency or during times of emergency preparedness.

Essential Duties and Responsibilities:

- Prepares daily meals that are healthy and nutritious for guest families.
- Develops and executes a safe and healthy food program for Ronald McDonald House guest families.
- Manages and complies with Ronald McDonald House Global standards surrounding food preparation and safety.
- Creates a well-balanced and diverse meal menu that accommodates dietary restrictions.
- Collaborates with outside entities, as needed, to ensure that meals meet the specific nutritional needs of guest families.
- Works with local entities to highlight and represent different cultures of guest families through daily meal service.
- Provides meal menu at least two weeks in advance to guest families and staff.
- Coordinates and oversees the operation and sanitation of the Family and Volunteer kitchen areas, to include the restocking the Coca Cola machine several times a week.
- Directs, assigns, and schedules daily house warmer duties related to kitchen activities.
- Provides coordination, direction, supervision, and training to volunteer meal groups.
- Recruits and trains volunteers to support kitchen efforts.
- Manages, orders, and schedules delivery and pick up logistics to ensure timely and efficient availability of inventory including, supplies and food.
- Builds relationships with food and appliance vendors to assist with managing expenditures.
- Creates efficiencies by securing delivery options via food suppliers and RMH Global partners.
- Develops and maintains inventory control methods for food and operating supplies within budget guidelines.
- Generates and analyzes financial reports to identify cost-saving and in-kind opportunities to reduce expenses.
- Works with the Director of Operations & Special Projects to implement policies and procedures to ensure smooth departmental operations and adherence to approved budgets.
- Organizes food service operation for catered requests such as special events, activities, and meetings, as requested.
- Stays current in the food service field by pursuing opportunities for professional development.
- Performs other duties as assigned.

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Education and Experience Requirements:

- A diploma or degree equivalent in the culinary field or hospitality industry is required.
- Proven culinary experience, including menu planning, kitchen management, ordering and inventory controls.
- Strong knowledge of food safety and sanitation regulations.

Knowledge/Skills/Abilities:

- Guest Engagement – fosters a welcoming and inviting environment in the dining area.
- Team Orientation & Interpersonal – highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- Service Orientation – interacts with guest families and directly gathers feedback, while addressing concerns when necessary.
- Communication – able to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner.
- Organization & Time Management – able to work independently with minimal supervision, complete actions within established deadlines, and handle multiple priorities with strong attention to detail.
- Flexibility – availability to work evenings and weekends, as well as extended hours in and around dining schedule.
- Systems & Software – proficient knowledge of Microsoft Office.

The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Skill Requirements: (X = Required for job)			
X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information	X	Public speaking/group presentations
X	Maintain records/logs	X	Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks	X	Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods	X	Lifting/carrying up to 20 pounds various items
X	Standing for extended periods		Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	