

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Assistant Manager Food Services
Department:	Food Services
Supervisor:	Food Services Manager
FLSA:	Full Time/Hourly/Non-Exempt
Salary Range:	\$20.00 per hour

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards a status of self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

The Assistant Manager for Food Services will assist the Food Services Manager in supervising high volume production/preparation, delivery and service of meals in accordance with established standards of nutrition, health and sanitation. Samaritan House's Food Services Operations runs seven days a week. This position will collaborate with all food services employees to plan nutritious meals and snacks for all clientele and partnering agencies served through Samaritan House. Responsibilities besides those outlined in detail include completing any administrative tasks in support of the food preparation process, including documentation and maintenance of records as directed by the Food Services Program Manager.

This position requires a final candidate who can often work weekends, days, nights, early mornings and holidays. In addition, this position serves as a back up to the Food Services staff team and therefore must be able to perform their duties. As support for the Food Services Team the Assistant Manager must be able to step in and perform the general duties of any kitchen assistants and serve as back up driver to company vans or trucks when needed. The Assistant Manager must be able to travel between Samaritan House Agency off site program locations. Proof of insurance and good driving record required. This position will work within all federal, state, county, municipal, food services industry, agency and other local regulations and policies.

JOB QUALIFICATIONS AND REQUIREMENTS

Please note our preferred and in some cases required qualifications for this position:

Education and Certifications- Bachelor's Degree or Associate Degree and certificate in Food Services Management or related field. In some cases related and comparable work experience and related industry certifications may be considered in lieu of education requirements. Food Handler Card required and ServSafe certification or ability and willingness to become within 60 days of being employed. Must have valid CA License Class C with all unrestricted endorsements. Must be able to provide immediate proof of eligibility to work in the United States.

Experience-

- Three years Food Services Field experience including the oversight and supervision of large scale food production operation, sanitation and health standards, menu planning, bulk food purchasing, large quantity food preparation and operation of industrial food services equipment. Knowledge of the needs of diverse populations and special dietary needs.
- Three years supervision experience of food services staff and volunteers.
- Two years' non-profit work experience effectively working with constituents at various levels.

Skills and Expertise -

- Bilingual and Bicultural English Spanish preferred. Must be able to read, write, translate and effectively communicate in both English and Spanish. Ability to direct Spanish Speaking staff.
- Clear understanding of professional boundaries
- Excellent computer proficiency: experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity and related data entry is highly desirable. Strong and timely data entry, management, and reporting skills.
- Excellent written and verbal Communication Skills required. Candidate must be able to consistently, regularly, effectively and clearly communicate with Samaritan House constituents of diverse backgrounds and in various arenas of business. The ability to present information in small or large group settings to any constituents. Ability to articulate, write, prepare food services policies and procedures and any needed educational materials.
- Ability to maintain professionalism and deliver excellent service at all times. Adaptable to an ever changing environment.
- Excellent interpersonal and emotional intelligence skills. Must be able to regularly interact effectively and empathically with all constituents of diverse back- grounds and in various states of tension. Must be able to maintain and build relationships with new and current constituents. Ability to work independently and with teams.
- Excellent administrative, adaptive and organizational skills. Strong attention to detail and ability to produce excellent and timely quality work is required. Ability to successfully multi-task, prioritize, and organize work in a fast paced and ever changing work environment. Familiar with the Administrative needs of food service and needed documentation. Ability to meet deadlines and manage time effectively.
- Must have understanding and ability to comply with complex food industry, OSHA, governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance and kitchen compliance efforts and activities.
- Excellent Initiative and ability to proactively identify challenges. Must have a solutions based approach to challenges. Must be able to manage and de-escalate problem situations successfully.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required. Demonstrated ability to be dependable and trustworthy.
- Excellent initiative and ability to work independently and to successfully collaborate with teams. Resourceful and solutions-based approach to challenges; ability to identify and resolve issues without direction when needed. Solutions based approach to all business.
- Candidate must be able to regularly travel between the Agency's various sites, Core Agency locations or clients homes as needed; valid CA driver's license class C, proof of insurance, good driving record and a registered vehicle required.
- Ability to drive company trucks and vans.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as the program necessitates and as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References and pertinent back ground checks will be conducted by Samaritan House prior to employment. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves travel. Regular and repeated use of motor coordination and hand motions for driving, food prep, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately **up to 50 lb and occasionally 70 lbs.**). Occasional sitting, standing, walking, carrying, crouching, reaching, speaking, listening for extended periods of time. Bending and lifting multiple times per day. Work environment can be high stress and fast paced. This position will require use of company mobile devices which will be provided. Position will use appropriate forklifts as needed.

1. Assist Food Services Manager with Supervision, Management and Training of staff, volunteers and any other related constituents in the food services program:

- Assist with recruitment, onboarding, supervision and evaluation of Food Services Department staff and volunteers as directed. Provide new hire and on-going food service/nutrition/CACFP/USDA training.
- Ensure the preparation of high quality, nutritional food on a daily basis.
- Plan and Assign work schedules for Food Service staff and volunteers
- Collaborate with Food Services Manager and meet regularly with staff to discuss food operations, keeping them informed and allowing for input related to food services
- Assign and supervise timely delivery of meals to multiple sites.
- Plan and supervise routine cleaning and maintenance schedules for the main & offsite kitchens and kitchen equipment.
- Assign and verify weekly inventory of food and supplies as needed.
- Ensure that safety, sanitation and health standards are met by all food service staff.
- Perform site visits to each offsite a minimum of three times per year (evaluate based on USDA, Second Harvest Food Bank and San Mateo County Performance standards).

2. Perform food services administrative duties and ensure appropriate documentation:

- Monitor contracts and Memorandums of Understanding with agency partners (including but not limited to Second Harvest Food Bank, local churches, senior centers, Grocery partners).
- Verify and reconcile program & partner needs/orders insuring accuracy in deliveries and quantities.
- Assist with monthly food budget analysis (including staff expenses). Initiate cost controls as appropriate once approved by the Food Services Manager.
- Ensure all sites have current sanitation inspections as needed.
- Respond efficiently and appropriately to unexpected staff shortages at food service sites, equipment malfunctions etc. while maintaining strict meal schedules.
- Ensure completion of all relevant USDA/CACFP, Second Harvest Food Bank and San Mateo County Department of Health forms.
- Process requests and written orders for food, equipment, and supplies from and for all program sites.
- Ensure completion (through the Food Services Driver) of food service vehicle mileage logs, and safety checklists. Forward logs monthly to the Facilities Manager or other designee of the COO.
- Maintain records related to food services and of monthly meal census. Including the Agency's Key Indicator Report, Data Dashboard reports and any program specific reporting.
- Maintain accurate records of food and supply purchases, including how much is distributed to various sites.
- Support grant development as needed.

3. Perform Meal Planning duties

- Plan, develop and edit various menus in collaboration with the Food Services department team.
- Assist with recipe development to accommodate special diets and monitor individual children's needs

4. Support the Agency Transportation Coordinator

- Drive agency vehicles (van or light truck) to and from central kitchen, other preparation kitchens, and other satellite sites.
- Pick up and deliver prepared meals, food items and supplies.
- Load food carrier containers with prepared meals into vehicle for delivery; at satellite site unload and transport food carrier containers into kitchen; return to each satellite site to pick up food carrier containers, load into vehicle, and return to preparation kitchen.
- Maintain routine records related to delivery and food service duties. Including but not limited to: Perform daily safety inspection of vehicles and operate vehicle to and from central kitchen and school sites, obeying traffic laws and observing defensive driving practices; wash, fuel, and perform minor preventive maintenance of assigned vehicles.

5. Support and Complete the full range of duties assigned to the Food Server class, including but not limited to:

- Serves a large volume of a variety of foods to clients at sites as specified by the menus, recipes, and any necessary production records.
- Arranges food and beverage items for the purpose of serving them to clientele, staff and or volunteers in an efficient manner.
- Assists with making sure all clientele have the required components to qualify for a reimbursable meal as needed.
- Assists in receiving and storing foods, condiments, and supplies to maintain adequate quantities and item security.
- Assists in clean-up of serving counters, salad bar, milk cooler and other kitchen/serving areas.
- Ensures that all transportation records are completed on a daily basis.
- Sets up and merchandises food and food service areas and serves food.
- Utilizes kitchenware such as, but not limited to spatulas, tongs, spoons, and ladles in a safe and productive manner.

- Practices safe food handling according to Hazardous Analysis Critical Control Point HACCP, San Mateo County Health Department, and PCS Food Services Standard Operating Procedures.
 - Assists in the monitoring, reduction, and management of food waste.
 - Clean and sanitize pots, pans, and kitchen utensils.
 - Performs daily, weekly, and monthly deep cleaning of the service areas and transportation equipment.
 - Disposes of waste according to the Food Services Operating Procedures, OSHA, the State, and San Mateo County Health Department processes and procedures.
 - Assists in taking inventory.
6. Engage effectively and constructively with Supervisor to handle departmental concerns/issues as needed. Provide recommendations for policy/procedural changes for food services.
 7. Provide active support to Manager, staff and volunteers.
 8. Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization.
 9. Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
 10. Represent the organization in a professional and courteous manner at all times internally and externally.
 11. Conduct work in compliance with all safety regulations and together with Food Services Manager ensure a safe working environment. Ensure staff understand and work within safe practices and safety regulations and collaborate to ensure a safe work environment.
 12. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Supervisor, as needed. Ensure employee injuries are immediately reported to Human Resources after informing supervisors.
 13. Attend trainings and meetings as assigned including, but not limited to, department meetings, all staff meetings, and meetings with other service providers or partner agencies in the community as required.
 14. Other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE
 Director of Human Resources
 4031 Pacific Blvd San Mateo, CA 94403
 E-mail: hr@samaritanhouse.com Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*