



POSITION DESCRIPTION

Position title:	Food Services Operations Manager
Candidate:	TBD
Department:	Food Services
Supervisor:	Director of Food and Community Programs
FLSA:	Full-time/ Non-Exempt
Salary:	\$80K
Effective date:	July 2024

OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the general supervision of the Director of Community and Food Services this position, in collaboration with the Food Services Kitchen Manager, will administer the overall operations of the Agency's Food Services program. This position will administratively manage operations of a high-volume production and preparation food service program including supervision of assigned (non-cooking) staff, distribution, delivery and service of meals in accordance with established standards of nutrition, health, sanitation, any other food service regulating agencies, safety and CAL/OSHA compliance. Responsibilities include administrative tasks related to the food preparation process, including data entry, inventory control, food ordering, inventory documentation and maintenance of compliance records. This position will maintain relationships with partner agencies in support of Samaritan House's food distribution efforts.

This role supports the Food Services Team. The Food Services Operations Manager must have a clear understanding of the general duties of any food service worker. The Food Services Operations Manager must be able to reliably commute between all Samaritan House Agency Facilities. This position will work within all federal, state, county, municipal, food services industry, agency and other local regulations and policies.

JOB REQUIREMENTS

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

Education and certifications to be presented at time of hire–

- Associate's Degree or Bachelors Degree in Food Services Management or related field. Extended experience may qualify in lieu of education.
- Food Handler Card Required and/or ServSafe Certificate
- Valid CA Driver License Class C

Experience- Minimum 4 year of experience in the following:

- Supervision of staff and volunteer teams
- Working in Food Services Field including administrative oversight and supervision of large-scale production operations, sanitization and health standards, menu planning, bulk food purchasing, large quantity food preparation, food inventory administration, and operation of industrial food services equipment.
- Understand administrative management of meal planning for needs of diverse populations and special dietary needs. Familiar with the Administrative needs of food service and needed documentation and compliance of all activities within.
- Nonprofit work experience preferred. Knowledge of social and economic problems pertaining to low-income, culturally diverse and underserved populations as it relates to food service.

- Administration of food service programs to populations that have experienced a variety of vulnerability and trauma issues in compassionate effective manner.

Other Skills and Expertise -

- Bilingual and Bicultural English and Spanish is strongly preferred.
- Superior Communication Skills- Written and verbal communication skills in English (and Spanish if Bilingual). Ability to direct Spanish speaking staff team. Professional, consistent and clear communications at all times.
- Excellent Computer Proficiency- Microsoft Office Suite including Outlook, PowerPoint, Word, Excel. Ability to rapidly learn computer programs, applications and databases, google tools. Familiarity with HMIS, Salesforce and related data bases a plus. Knowledgeable with using telecommunication applications- Zoom, Skype, FB Messenger, MS Teams etc.
- Strong data management skills. Excellent analytical skills and ability to interpret data relative to food services. Data Reporting as needed.
- Position requires a candidate with excellent organizational, leadership and communications skills. Ability to meet deadlines and complete all work in a timely manner.
- Presentation Skills in small or larger group settings with ability to deliver training and onboarding.
- Excellent professionalism and professional boundaries in all business interactions. Deliver excellent client service under all circumstances within agency values.
- Excellent adaptability in a fast-paced evolving work environment. Excellent time management skills to meet deadlines including administrative, multi-tasking, prioritization and organizational skills.
- Strong attention to detail and ability to produce excellent quality work is required.
- Excellent interpersonal and emotional intelligence skills. Exercise effective empathetic interactions with all constituents of diverse backgrounds and in various states of tension. Must be able to maintain and build relationships. Ability to work independently and with teams.
- Capacity to understand and ensure administrative compliance 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.
- 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 in all business interactions and work within professional and legal boundaries at all times.
- Excellent ability to deliver solutions-based approach to problem solving in a timely manner. Adaptive, creative thinker with high energy, initiative, positivity and enthusiasm. Must be able to manage and de-escalate problem situations successfully and professionally.
- Positive, collaborative and resilient attitude with ability to maintain grace under pressure, excel and contribute to a collegial and friendly working environment. Ability to function as a team player who promotes the concepts of collaborative work in all areas of food service with a sense of humor and a cooperative spirit.

WORK ENVIRONMENT/PHYSICAL ACTIVITIES/BENEFITS

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. If accessing Shelters Live Scan back ground check will be required. Candidate must be able to work in an environment with regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, kitchen, dining room, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 70 pounds (with appropriate tools, belts, including forklifts) This position will require the usage of a mobile device or other assigned equipment, which will be provided.

This position is considered essential onsite and remote work will not be made available. This position may require weekend shifts, early morning, evening to ensure managerial coverage of a 7-day a week food service program.

BENEFITS INCLUDE: Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.

ESSENTIAL FUNCTIONS OF THE POSITION

1. **Administration, management and leadership of Food Service Operations and subfunctions in collaboration with the Food Service Kitchen Manager. Some functions include but are not limited to performance management of assigned non-cooking staff and volunteers in the food services program area known as the outdoor distribution operations. Operations management, external representation with community partners or donors and inventory control of all food related supplies and food.**
 - Staff management- Support with onboarding and performance management of (non-cooking) Food Services Department staff and volunteers as needed. Provide new hire and on-going food service, nutrition, CACFP, USDA training. Positions include supervision of Food Services Worker Lead, Non-Cooking Food Services Workers, Food Service Inventory Workers.
 - Communicate regularly consistently, timely, professionally, with all.

- Exercise open door policy with all to obtain constructive feedback and proactively identify potential problems before they become larger issues.
- Schedule Non-Cooking Food Service staff and volunteers
- Support supervisor and in collaboration with Food Service Manager, meet regularly with staff to discuss food operations, keeping them informed timely and allowing for input related to food services
- Schedule, assign and supervise timely delivery of meals to multiple sites.
- Schedule, 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.
- Oversee Pantry Operations in collaboration with Food Service Manager.
- Ensure compliance in safety, sanitation, SafeServ and health standards are met by all food service staff.
- Perform site visits to each offsite a minimum of six times per year (evaluate based on USDA, Second Harvest Food Bank and San Mateo County Performance standards).
- Provide supportive leadership and active support to manager, staff and volunteers. Promote team work and strategies that unifies the team effectively with positivity.
- Serve as Liaison with a variety of donors as requested
- Order kitchen supplies and support inventory management for all food service-related items
- Ensure all food service devices and equipment are stocked and ready for usage; i.e. replacing the cellophane/label cover roll for packing food boxes. Ensure inventory for equipment is stocked.
- Ensure excellent, timely and quality service delivery to all and by all within professional boundaries with high integrity and ethics.

2. Perform food services administrative functions to ensure appropriate documentation and compliance.

- Ensure food service staff have required food certifications on file with HR.
- Monitor compliance and outcomes of contracts and agreements 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 ensuring accuracy in deliveries and quantities.
- Assist with monthly food budget analysis (including staff expenses). Initiate cost controls as appropriate once approved by the Director of Food and Community Services.
- Ensure all sites have current sanitation inspections as needed in collaboration with Facilities.
- Respond rapidly, 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 the In-Kind Donation Policy is followed and adhered to by all.
- Ensure and support timely data entry. Maintain records related to food services and of monthly meal census. Including but not limited to the Agency's Data Dashboard reports and any program specific data reporting.
- Control inventory -Maintain accurate records of food and supply purchases, including how much is distributed to various sites.
- Support grant development as needed with reporting.
- Perform a variety of administrative tasks including reporting, daily count maintenance of numbers served.
- Engage and communicate effectively and constructively with Supervisor and Food Services Manager to handle departmental concerns/issues. Provide recommendations for policy/procedural changes for food services.
- Perform monthly data reporting
- Ensure food service equipment, tools and devices are used properly and safely. Delivery of safe practices training for using food service equipment.

3. Administrative Support of Meal Planning

- Responsible for administrative tasks related to the Food Program
- In charge of planning, development and tracking of meals in collaboration with the Food Services Manager and related department team members.
- Administrative support for recipe development to accommodate special diets and monitor individual children's needs
- Administrative Support of Mobile Meals including communication with appropriate Case Managers to include updating of client information and dietary needs on route sheet as well as updates to any food requests.
- Deliver new route and totals sheets to the kitchen on a daily basis (towards the end of the day, day before)
- Daily Data Entry and Audit: collect Meal Connect donation receipts towards the end of the day and add information to the Meal Connect website on a daily basis. Audit information entered to ensure information is entered with accuracy and with minimal to no errors.

4. **Oversight of the Agency's Fleet Drivers and related activities:**
 - Ensure drivers transport with agency vehicles (van or box trucks) to and from central kitchen, other preparation kitchens, and other satellite sites.
 - Ensure drivers follow all driving safety regulations including not using tech devices while driving.
 - Administer the transportation of food and supplies, schedule pickups and deliveries of prepared meals, food items and supplies.
 - Ensure drivers conduct safe loading, unloading and round-trip travel to various kitchen sites with food carrier containers with prepared meals safely.
 - Administration of routine records related to delivery and food service duties. Including but not limited to: Perform daily fleet safety inspection, operation of fleet to and from central kitchen and various sites, obeying traffic laws and observing defensive driving practices; Ensure Drivers wash, fuel, and perform minor preventive maintenance of assigned fleet vehicles.
 - Schedules drop offs and pick-ups for Wee Care and holiday drives
 - Ensure completion (through the Food Services Driver) of food service vehicle mileage logs, and safety checklists. Forward logs monthly to the Director of Facilities.
 - Ensures that all transportation records are completed on a daily basis.
5. **Administrative support of the Food Services Manager in ensuring successful delivery of services assigned to the Food Server Class.**
6. **Support and complete the full range of duties assigned to the Food Server class, including but not limited to:**
 - Assists in receiving and storing foods, condiments, and supplies to maintain adequate quantities and item security.
 - 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.
 - Assists in taking inventory and ordering.
7. Conduct all business and work within all applicable federal, state, county, municipal, industry and agency regulations, policies, values and procedures. Perform work within professional boundaries in all dealings with all Samaritan House constituents.
8. Follow all safety regulations including applicable CAL-OSHA regulations. Together with Food Service Manager ensure a safe working environment. Ensure staff understand and work within safe practices and safety regulations (lifting, carrying, trips, falls, hazards, etc) and collaborate with Facilities and Human Resources to ensure a safe work environment.
9. Report and complete any necessary incident reports within 24 hours.
10. Support, assist and attend general department and agency events, activities and functions as needed. Assume responsibility and leadership for any related tasks within these events. This includes meetings with other community service providers or partner agencies. Represent the organization in a professional and courteous manner at all times internally and externally.
11. Work flexible schedule – this position includes weekend days in schedule as well as occasional evenings, holidays.
12. Reliably and safely commute to agency facilities. Present insurance and clean driving record for insurance purposes.
13. Use Agency Mobile Device or any other assigned agency equipment provided for professional purposes only. You may not reset mobile devices to factory setting when returning device. Required time for usage of devices outside of scheduled work hours are to be reported and paid.
14. Other duties as assigned.

Acknowledgement

Please sign below in acknowledgment that you have received and understand the job description of Interim Assistant Food Services Manager.

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources

Date