



Open Arms of Minnesota Job Description: Food Services Director, Kitchen of Opportunities

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission is to nourish body, mind and soul. In our state-of-the-art kitchen, OAM staff members and more than 7,500 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 1,100 clients, caregivers and dependents each week, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Open Date: May 10th, 2019

Closing Date: Until filled

Position Overview:

The Kitchen of Opportunities is a high-production Open Arms of MN-operated kitchen located offsite with a focus on producing high quality, dietary-compliant meals to seniors in the twin cities metro area.

This is a full time, exempt and benefits-eligible position that is responsible for the successful operation of this kitchen as defined below. The Food Services Director manages a team of cooks and kitchen assistants in quality food production and packaging and reports to the Executive Director. The Food Services Director is responsible for the overall satisfaction of our client (Metro Meals on Wheels) and drives the operations to achieve that satisfaction through the following:

Operations: *Day-to-day management and oversight of the kitchen through the following:*

- Oversees successful and accurate execution of the food production schedules and pack out procedure to ensure that high-quality, satisfactory meals are prepared and packaged and ready for pick-up from the kitchen on a daily basis at the time requested by the client.
- Ensures all menu items are produced using pre-approved recipes and created with high-quality ingredients.
- Maintains appropriate par levels of food and non-food products.
- Maintains a safe work environment and ensures food safety by training and actively managing kitchen staff to the regulations and standards in food handling, food storage, equipment operation, kitchen cleanliness and personal hygiene.

- Maintains food quality, safety and presentation standards using portion control and appropriate cooking, cooling and storage and packing procedures.
- Manages the organization and proper rotation of raw and prepared product to ensure that inventory is maintained at appropriate levels.
- Develops and maintains daily and weekly production lists that are accurate to the business needs and trainable to staff.
- Participates in food production where needed during the hours of operation.
- Primarily works on-site the Kitchen of Opportunities and is responsible to be present either at opening or at closing, based on the kitchen's hours of operations.

Planning, Organizing and Communication

- In partnership with Registered Dietician, develops compelling and cost-effective menus and recipes that offer variety and seasonality and that comply with the dietary needs of the client.
- Communicates regularly with client (Metro Meals on Wheels) to ensure issues are being addressed timely and to the satisfaction of the client.
- Maintains excellent relationship with client, visiting Meals on Wheels sites and acting as representative for the kitchen and Organization.
- Establishes and maintains relationships with vendors to get the best result for the operation.
- Communicates effectively and promptly with staff, supervisor and clients to address matters of concern.
- Delivers weekly updates through one on one meetings with Executive Director, including measurable progress reports on operations, staffing and financials.
- Champions Open Arms mission by ensuring staff are active participants in communications of the broader organization such as monthly All Staff meetings and emails.

Staffing

Expectations for all Managers/Supervisors: Managers and Supervisors are role models for all staff and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respectful communication and problem-solving. Open Arms is a dynamic, high change environment which demands that Managers and Supervisors not only effectively manage their own department, but also work collaboratively with other departments and employees to constantly improve systems and operations.

- With the Human Resources Director as a resource, leads the functions of staff management as it relates to kitchen operations including recruiting, training and coaching for improved performance.
- Fosters a team-centered work environment, holding regular staff meetings to discuss food safety, quality issues and innovations.
- Provides effective training and ongoing performance coaching to ensure that each team member is meeting the expectation of their position and are recognized for their achievements.

- With the support of the Human Resources Director, provides disciplinary action when necessary and works within OAM guidelines on when to seek assistance of the Human Resources Director or Senior Management on employee or volunteer relations issues.
- Ensures high level of customer service and professional behavior by the kitchen staff.

Financial

- Ensures compliance with monthly ingredient, supplies and staffing budget.
- Participates in annual budget & planning meetings.
- Conducts a bi-weekly product inventory and maintains financial reporting tools, reports exceptions to goals to supervisor.
- Manages the procurement of all product and tracks spending through use of the sales tracking tools and invoice handling procedures.
- Costs recipes and engineers all menus to be cost effective according to annual and monthly budgets.

Other

- Ensures that all guests of the kitchen, including volunteers and clients, are treated warmly, professionally and in accordance with the mission and values of both Open Arms and the Kitchen of Opportunities.
- Support the mission, value and brand of Open Arms of Minnesota
- Other duties as assigned.

Requirements:

- At least 2 years kitchen management or Sous Chef experience, directly responsible for employee supervision and kitchen production.
- At least 7 years of culinary experience.
- Demonstrated experience in:
 - Ordering product and managing budgets of a kitchen.
 - Creating menus and recipes.
 - High volume cooking.
- Experience cooking for a senior population in nursing homes or other healthcare facilities is strongly preferred.
- Excellent culinary abilities.
- Demonstrated commitment to and understanding of high-quality customer service
- Ability to work under pressure and deal with stressful situations during busy periods.
- Sensitive to diversity and able to work respectfully with wide array of co-workers and members of the community.
- ServSafe Certified.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Able to work flexible schedule including open, mid or closing shifts weekdays and very rare weekends.

- A passion for the mission and values of Open Arms and the Kitchen of Opportunities.

Physical Requirements:

- Able to frequently lift and carry food, beverage and other items greater than 35 pounds, stand for long periods of time, and able to transport up to 70 pounds.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination. Requires corrected vision, full color vision, sense of smell and taste, and hearing to normal range.
- Able to operate a variety of kitchen appliances, tools and utensils, and to operate office equipment and software programs.
- Ability to talk and hear, and to communicate verbally and in writing in English.
- Ability to review and reply to documents and information on computer screen as well as to use a computer and variety of software programs.

Reports To: Executive Director

Salary Range- \$55,000- \$65,000

Location: Minneapolis, MN

Hours: Full-time

To Apply:

Please send resume and cover letter to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404
- NO CALLS PLEASE

Benefits:

This position is eligible for an excellent, comprehensive benefits package, including medical/life/AD&D/STD/LTD insurance and personal time off (PTO). An employee-paid dental plan is also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, size, physical ability or socioeconomic status. We encourage diverse candidates to apply for this position.

Equal Opportunity Employment