



Open Arms of Minnesota Job Description: Food Services Manager

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 mind, body, and soul. In our state-of-the-art kitchen, OAM staff members and more than 6,600 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 3,000 clients, caregivers, and dependents annually, 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: November 30th, 2021

Closing Date: Until filled

Position Overview:

This position is expected to lead the kitchen team in the timely and accurate preparation and packaging of approximately 17,000 meals/week in accordance with the established menu, schedule, and nutrition requirements of Open Arms. The Food Services Manager is an active participant in food production, completes all weekly orders, and supervises and delegates culinary assignments as well as janitorial duties to appropriate staff. Additionally, as with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and is expected to consistently maintain a high level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

Kitchen Operations – Day-to-day management and oversight of the Kitchen through the following:

- Oversee planning and execution of efficient food production schedules and pack out procedure.

- Plan and organize accurate weekly prep lists that ensure the timely availability of agreed upon menu items.
- Purchases all product needed for food production and manages inventory effectively to ensure that waste is limited, and product costs are within budget.
- Supervises Lead Production Cook, Cooks, Dishwashers, and Packaging Associates.
- Schedules staff to ensure adequate coverage during all hours of operation.
- Communicate weekly production schedule to Lead Production Cook.
- Communicate and organize packing priorities to Packaging Associate.
- Manage the organization and proper rotation of raw and prepared product to ensure that inventory is maintained at appropriate levels.
- Ensure all menu items are produced using approved recipes and are created with high-quality ingredients.
- Works closely with the Food Services Manager, Bakery to ensure timely production and packaging of all needed menu items and assignments of volunteer tasks.
- Maintain appropriate par levels of food and non-food products.
- As an active participant in production, ensures that all meals are ready to leave the kitchen for delivery to clients at the agreed upon times.
- Maintain food quality safety and presentation standards by using portion control and appropriate cooking, cooling and storage and packing procedures.
- Ensure that high standards of sanitation, cleanliness and safety are always maintained throughout kitchen areas.
- Manages product inventory through regular inventory procedures. Report exceptions to goals to Food Services Director.
- Submits for approval any proposed changes or alterations to pre-approved menus or recipes.
- Maintains a safe work environment and ensures food safety by training and actively managing staff and volunteers to the regulations and standards in food handling, food storage, equipment operation, kitchen cleanliness and personal hygiene.
- Effectively delegates administrative tasks and other duties when needed.
- Communicate effectively to address matters of concern and address issues promptly.
- Other duties as assigned.

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 respective 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. The Food Services Manager will perform the following functions of staff management as it relates to kitchen operations:

- Provides direct supervision to Cooks, Dishwashers and Packaging Associates.

- Ensures proper staffing in kitchen by scheduling staff members based on production needs.
- Fosters a team-centered work environment and provides mentorship to staff.
- Organizes and facilitates kitchen staff meetings to ensure clear communication, open collaboration, and innovation.
- Interacts positively with Food Services Director, coworkers, and the public to promote a team effort and maintain a positive and professional approach.
- Identifies and makes recommendations to Food Services Director regarding staffing needs, menu revisions, production modifications, and packaging
- Leads a collaborative interview process for filling vacancies in the kitchen.
- 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.
- Identifies and makes recommendations on hours of operation based on the needs of the organization.
- Champions OAM mission by ensuring kitchen staff are active participants in communications of the broader organization such as monthly All Staff meetings, weekly Staff News, and emails.
- With the support of HR, provides disciplinary action when necessary and work within OAM guidelines on when to seek assistance of HR or senior management on employee or volunteer relations issues.
- Ensures high level of customer service and professional behavior by the kitchen staff.

Volunteer Engagement:

- Provides an outstanding environment and experience for all volunteers by
 - Setting an example to other kitchen staff by consistently providing high quality customer service and modeling positive conflict resolution.
 - Regularly seeking out meaningful and positive interactions with volunteers.
 - Ensuring volunteers have access to tasks and projects.
 - Working with the Volunteer Engagement Team to be prepared for volunteer arrival and departures.
 - Meeting regularly with Director of Volunteer Engagement to discuss on-going volunteer needs in the kitchen and resolve volunteer-related issues.

Requirements:

- At least 7 years of culinary experience with at least 2 years as a Sous Chef or equivalent position.
- Must have at least 3 years of direct employee supervision.
- ServSafe Certified.
- Experience with ordering and managing budgets of a large commercial kitchen.
- Experience in high volume kitchens with institutional experience preferred.
- Excellent culinary abilities.
- Must be able to work up to 20 hours in the kitchen actively contributing to food production.

- Strong leadership and communication skills.
- Great organizational skills and ability to adapt quickly to the changing needs of the business.
- A demonstrated commitment and understanding of high customer service.
- Ability to be energizing and contribute to a positive team environment.
- The ability to maintain a positive attitude and cheerful demeanor in stressful situations.
- Ability to work independently and as part of a team.
- Creative problem-solving skills.
- High work ethic and demonstrated reliability.
- Able to work under pressure and deal with stressful situations during busy periods.
- Able 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 weekends and evenings.
- Sensitivity and commitment to diversity and able to work respectfully with wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to communicate in English verbally and in writing.
- Able to operate standard office equipment such as telephone, computer, printer and copy machine.
- Ability to review and reply to documents and information on computer screen as well as to use a computer and variety of software programs.
- Able to sit for long periods of time.
- Able to work on feet for long periods of time.
- 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.

Reports to: Food Services Manager

Compensation: \$57,000 to \$62,000 annually

Location: Minneapolis, MN 55408

Hours: 40 hours per week

To Apply:

Please send resume and cover letter detailing pertinent experience 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 that includes medical/life/ STD/LTD insurance, and personal time off (PTO), retirement plan with employer match program. 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, gender identity, familial status, disability, or socioeconomic status. We encourage diverse candidates to apply for this position.

Equal Opportunity Employer