



## Open Arms of Minnesota Job Description: Kitchen Floor 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: by providing food as medicine, we nourish our clients and build community. 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. Currently, hours are expected to be approximately 11 a.m. - 7 p.m. (M-F), subject to change. Saturday hours are possible.

To learn more, visit [www.openarmsmn.org](http://www.openarmsmn.org)

**Open Date:** January 12, 2023

**Closing Date:** Until filled

### Position Overview:

This is a 40-hour-per-week, benefits-eligible position in a high-volume production kitchen preparing and packaging ready-to-eat meals. Working as part of a team at Open Arms of Minnesota – St. Paul campus, the Kitchen Floor Manager is responsible for working with staff and volunteers to ensure the accurate packaging of our made-from-scratch meals. The Kitchen Floor Manager will oversee the daily meal packaging, ensuring efficiency and volunteer engagement through proper distribution of tasks. The Kitchen Floor Manager is responsible for managing a team of packaging associates, overseeing the volunteer meal packaging shifts, kitchen safety, sanitization, and organization. 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.

### Ideal Candidate:

#### The ideal candidate for this position:

- An experienced **FOH Manager or Restaurant Manager**, who is organized, detail oriented, 100% committed to continuous improvement, and strives for the highest quality services to clients, staff, and volunteers.
- A **manager of people**, who understands how to motivate team members, but is knowledgeable about, and comfortable in HR and can follow employment processes from beginning to end.
- A **curious, operational thinker who is also a creative problem solver**, unafraid to use unorthodox methods; quick and decisive and seen as original and value-added in brainstorming settings.
- A **hands-on team player**, who is comfortable at the leadership level, but is not afraid to get their hands dirty in organizational operations.

- A **tone setter** that pursues everything with positivity, energy, and a need to finish; even in the face of resistance or setbacks; steadfastly pushing self and others for results.
- A warm, authentic **team manager and leader** with excellent interpersonal skills, who is proactive and forward-thinking, bringing emotional intelligence to their work.
- Someone with **high cultural competency**, a passion for diversity in the workplace, experience, and commitment to creating and maintaining an equitable and inclusive environment for staff and volunteers.
- A **collaborative, inclusive peer** who responds and relates well to people in all positions; manages both up and down, is seen as a team player who looks for common ground
- A **culture influencer** who understands that Open Arms' unique, relational culture is the key to our success and growth.
- Someone who **excels in a rapidly changing, fast-paced environment** with extremely diverse and distinct organizational departments.
- Someone who can **manage operations** by designing practices, processes, and procedures necessary to get things done; simplifying complex processes; maximizing fewer resources; creating systems that manage themselves.

### **Primary Job Responsibilities:**

- Responsible for packaging in a large production kitchen, ensuring correct amount and type of meals are ready for delivery to clients on a daily basis.
- Provides direct supervision to Packaging Associates.
- Communicate and organize packing priorities to Packaging Associate and volunteers.
- In the absence of the Food Services Manager, communicate with Food Services Director on issues that require management attention.
- Maintains food quality, safety, and presentation standards through the use of portion control and appropriate cooling, storage and packing procedures.
- Ensure accurate labeling of all items produced in the kitchen, including sub-ingredients, allergens, product dating, etc., seeking guidance or clarification as needed from the Food Services Manager and RD Menu Specialist.
- Ensure that high standards of sanitation, cleanliness and safety are maintained throughout kitchen, following safe food handling guidelines and all applicable state and local food safety regulations.
- Ensures paperwork accuracy such as daily meal inventory and payroll records
- Train new staff and provide ongoing guidance to the team.
- Support the Food Services Manager with ongoing training and procedural changes with volunteers and staff.
- Demonstrate high level of customer service and professional behavior within the kitchen.
- Help to identify and resolve ongoing issues with production or waste.
- Assists in preparing for and catering in-house special events, such as Pop-Up dinners, Thanksgiving, Moveable Feast, Cook-a-thon, Toast, and other events
- Provide positive experience to volunteers and other guests in the kitchen, interacting regularly with staff, volunteers, and the public while modeling the highest level of customer service by maintaining a positive, friendly and helpful attitude at all times, and representing Open Arms with integrity.
- Direct upbeat and positive organized interactions with volunteers in the kitchen, including large groups.
- Use computer as needed.
- Other related duties as assigned.

### **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.

**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. Kitchen Floor Manager will perform the following functions of staff management as it relates to kitchen operations:

- Provides direct supervision to Packaging Associates.
- Ensures proper staffing in kitchen by scheduling staff members based on production needs and volunteer schedules.
- Fosters a team-centered work environment and provides mentorship to staff.
- Interacts positively with Food Services Manager, coworkers, and the public to promote a team effort and maintain a positive and professional approach.
- Identifies and makes recommendations to Food Services Manager regarding staffing needs.
- 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.
- Champions OAM mission and gets Team's buy-in on organizational changes that might impact the day-to-day Kitchen operations.
- Ensure kitchen staff are active participants in communications of the broader organization such as 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.

**Requirements:**

- At least 5 years of experience in a high volume, large restaurant or banquet operation.
- At least 2 years of management experience.
- Experience in an institutional kitchen with special medical diets a plus.
- ServSafe certified.
- 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 multi-task and keep composure while working under pressure during busy periods.
- The drive and ability to learn new techniques and skills.
- Ability to work independently, as part of a team and across departments.
- High work ethic and demonstrated reliability.

- Ability to work in two different sites as needed.
- Requires availability during hours of operations, including weeknights or weekends.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Sensitivity and commitment to diversity and ability 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 verbally and in writing in English.
- 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.
- Able to operate standard office equipment such as telephone, computer, printer and copy machine.

**Reports To:** Food Services Manager

**Pay Rate:** \$60,000 annually

**Hours:** Full-time, 40 hours per week.

**Location:** St. Paul, MN

**To Apply:**

Please send a resume and cover letter detailing pertinent experience to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

**Benefits:**

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, paid Holidays, and personal time off (PTO), retirement plan with an employer match program. An employee-paid vision 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 all individuals with direct or transferable experience to apply for our open positions.

**Equal Opportunity Employer**