



# Open Door

## Foodservice Manager Job Description

**JOB TITLE:** Foodservice Manager

**DEPARTMENT:** Foodservice

**REPORTS TO:** Program Director

**STATUS:** FT (40 hrs)  
Non-Exempt

### SUMMARY OF POSITION:

Run foodservice operations for Open Door Feeding Programs (soup kitchen, food pantry, back pack and gleaning), as well as oversight of building and transportation.

### DUTIES AND RESPONSIBILITIES:

- Oversee all Open Door feeding programs to ensure efficient operation and great customer service.
- Supervise cooks and volunteers in foodservice area
- Responsible for maintenance of the building, equipment and autos.
- Responsible for maintaining a clean and organized facility.
- Assist Program Director to provide guest services at the soup kitchen
- Maintain food supply and ordering; accept and inventory donations and work with vendors to provide what must be purchased; staying within budget for food and supplies.
- Coordinate with volunteer coordinator to recruit and schedule volunteers to meet the needs of the organization.
- Coordinate volunteer duties as they impact feeding program operations
- Engage other organizations/vendors that directly impact OD operations
- Support all other departments in OD missions & programs
- Maintain documentation for operational reporting; provide regular reports to administrative office
- Ensure compliance with all applicable federal, state and local regulations including all safety and health requirements
- Greet donors in a gracious and appreciative manner. Work with Dev. Dir. to appropriately recognize donors.
- Meet with staff concerning effective operations; provide training, correction and guidance as needed
- Minister to guests in the dining room and one-on-one in support with the Program Director and Care Team.
- Work to establish an ACF culinary arts training program when we move to our new facility.

### SKILLS & QUALIFICATIONS:

- Committed Christian with a commitment to and a passion for impacting change in the lives of the homeless, addicted, and disenfranchised.
- Able and willing to share the gospel of Jesus Christ and promote the vision of Open Door through building relationships with others and offering an opportunity for them to participate.
- Good communication skills (written and oral), able to work with all groups from homeless to CEOs
- Skilled planner with strong organizational skills and ability to multi-task
- Good leader, able to effectively manage a team of volunteers and employees to ensure desired outcomes.
- Able to effectively teach kitchen procedures and skills.
- Willing to assist with projects in a group or independently
- Strong organizational skills in the areas of scheduling and physical space.
- Computer literate: proficient with Microsoft Office programs, especially Word and Excel, and internet
- Ability to diffuse and de-escalate situations
- Ability to promote & develop Open Door Mission
- Valid NYS Driver's License

**WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally: 1-33%*

*Frequently: 34-65%*

*Continuously: 66%+*

- Lifting up to 75lbs – *Occasionally*
- Climbing stairs - *Frequently*
- Walking, bending, sitting at computer, standing, reaching on a rotational basis - *Frequently*
- Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – *Continuously*.
- Environment may be odorous due to lack of personal hygiene and intoxication of guests – *Frequently*.
- Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities on a regular and ongoing basis –*Frequently*
- Hear, speak and see clearly - *Continuously*

**EDUCATION/EXPERIENCE:**

- Bachelor's Degree or 3 years' experience in a related field
- Experience working with diverse populations
- Previous experience working in facilities, operations, hospitality or food services
- Understand operational and reporting requirements for non-profit organization

**Requirement:**

The Open Door is a privately funded 501(c)3 Christian ministry outreach of Servants of the Word, Inc. and is dedicated to serving the hunger needs of our community without regard to race, color, creed or sexual orientation. Our designated purpose is religious. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of Open Door;
- Subscribe to The Open Door Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to The Open Door Employee Handbook.

*My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive and that employment is at-will.*

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Signature

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Printed Name

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Date