

# **Wolf Ridge Environmental Learning Center**

## **Job Description**

**Job Title:** Dining Services Manager and Head Chef

**Department:** Operations

**Reports To:** Operations Director

**FLSA Status:** Non-exempt, hourly

**Prepared By:** Operations Director

**Prepared Date:** 6/13/24

**Approved By:** Executive Director

**Approved Date:** 6/13/24

**Summary** Responsible for overall operation of the Wolf Ridge dining experience including menu planning and all food and beverage preparation, presentation, and serving; ordering and inventory; farm and local foods integration; staffing and scheduling; accommodating dietary needs and restrictions for customers; cleaning and sanitization; and serving customers and staff. Provides leadership for incorporation of Wolf Ridge's environmental education mission and farm fresh organic produce through integration of appropriate food sourcing, healthy eating, and dining experiences.

### **1) ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Maintains overall responsibility for dining services, kitchen, and Dining Hall.
- Responsible for budget management and other financial aspects of dining services.
- Supervises, schedules, hires, trains, manages, and evaluates all kitchen staff.
- Supervise and coordinate our legendary "KP" (Kitchen Patrol) program that engages all of our K-12 guests in helping in the kitchen for a shift during their stay as well as other kitchen volunteer opportunities.
- Responsible for all food and beverage purchasing, maintaining inventory, maintaining equipment, and menu planning.
- Cooks meals and operates all kitchen appliances and other equipment.
- Continually evaluates and enhances menus, recipes, and products to ensure customer satisfaction in taste, presentation, and nutrition. Improves food service in all areas as opportunities arise.
- Coordinates with customers and manages accommodations for all special dietary requests and food allergies.
- Partners with our on-site organic farm team and leads the dining and learning experience of integrating local foods into our mission of education.
- Conducts dining service operations in accordance with all local and state health codes.

- Maintains resilience and adaptability to changing conditions relative to late customer arrivals, special customer needs, and other dynamic conditions affecting staffing and operations.
- Represents Wolf Ridge in all matters of dining services both internally and externally; attends food shows and works closely with Wolf Ridge dining services providers.
- Responsible for assuring that the dining rooms, kitchen, serving lines, cooler and freezer, and food storage areas are clean, safe, efficient, and well maintained at all times.
- Maintains and enforces appropriate levels of workplace and food safety in all kitchen functions.
- Demonstrates positive, friendly attitude with all customers, staff, and other guests. Works cooperatively with program staff leads to ensure dining services complement programmatic goals.
- Shows compassion, empathy, and ability to manage and resolve conflict.
- Manages all needed record keeping. Keeps documentation and manuals relative to operating the kitchen.
- Performs other duties as assigned by administration.
- Assists other departments or staff as needed for customer special needs and organizational requirements.

## **2) SUPERVISORY STATUS**

Supervises three Cooks, five Prep Cooks/helpers, and staff and guest volunteers as need requires.

## **3) PERFORMANCE EXPECTATIONS**

To perform this job successfully, an individual should demonstrate the following competencies and skills:

Punctuality, Reliability, and Performance - Reliably responds to work needs and conditions, shows up for work on time, consistently meets or exceeds performance expectations and job demands.

Analytical Skills - Ability to read and interpret documents such as recipes, operating manuals, and instructions.

Problem Solving - Works well in individual or group problem solving situations and exhibits creativity when searching for solutions. Able to deal with unexpected events and meet challenges with resourcefulness and creativity.

Task Management - Prioritizes and plans work activities; completes work assignments on time and within approved budget; uses time efficiently; works diligently to accomplish duties while looking for ways to improve quality of work.

Customer Service - Responds promptly to customer needs, inquiries and requests for assistance. Demonstrates respect for diversity when interacting with customers and staff; exhibits behavior appropriate to working with children and adults.

Teamwork - Shares expertise with others; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism - Works regularly in the presence of children and considers all actions relative to that audience. Uses appropriate language and treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Exhibits an overall positive, "can-do" attitude toward work. Promotes a trusting, friendly, and collaborative working atmosphere.

Organizational Support - Follows employee policies and procedures; attends staff meetings as appropriate; supports organization's goals and values; develops and implements cost saving measures and conserves organizational resources as opportunities arise; ensures work responsibilities are covered when absent; responds to management direction.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.

Safety - Models and promotes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly; trains staff in safe practices.

#### **4) EDUCATION AND EXPERIENCE**

High school diploma or GED. 4+ years' experience in institutional/commercial/restaurant food service cooking, management, dietetics and/or nutrition or equivalent combination of education, training and experience. College degree and/or completion of a culinary education program strongly desired but not required.

#### **5) OTHER QUALIFICATIONS**

##### **Language and Math Skills**

Full professional proficiency in English. Ability to read and interpret documents and correspondence; ability to read and understand recipes, operating manuals, and instructions; ability to subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratios and percentages. Excellent oral and interpersonal communications skills. Ability to interpret and follow written and oral instructions.

##### **Computer and Office Skills**

Comfort and familiarity with Microsoft Office and Google Workspace as well as online and cloud-based programs and tools, particularly for scheduling and time and attendance. Proficiency with internet use, spreadsheets, and word processing. Comfort and familiarity with typical office equipment including printers, copiers, and multi-line phones.

## **Certificates, Licenses, Registrations**

Required: Valid driver's license and reliable transportation. Satisfactory background screening.

Preferred or attainment required: ServSafe, Certified Food Protection Manager. Valued: Certified Dietary Manager, Certified Nutrition Specialist, Certified Service Manager, and/or Registered Dietician Nutritionist or equivalent.

## **6) PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is required to stand for many hours at a time; walk; use hands to handle and carry; reach overhead with hands, arms and shoulders in all directions; stoop, kneel and crouch. The employee is occasionally required to push floor cleaning equipment, sweep, and mop. The employee must regularly lift and /or move up to 25 pounds (case lots of food) and occasionally lift and/or move up to 50 pounds.

## **7) WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position regularly works in the presence of and service to large groups of children and adults, including incorporation of them into work in dining services. The noise level in the work environment varies from quiet to loud. Employee is exposed to cleaning solutions, hot stoves and hot water, cold freezers, potentially dangerous equipment, and sharp utensils on a regular basis. Office work at a desk is required for record keeping and ordering.