



09/09/2020

TITLE: Director of Kitchen Operations & Business Development

CLASSIFICATION: Exempt, Salaried

DEPARTMENT: Kitchen

ACCOUNTABILITY: Reports to the Chief Executive Officer, Council on Aging

PRIMARY FUNCTION: To oversee and manage Council on Aging's Meals on Wheels & other meal production in our state of the art kitchen facility, grow the operation and develop future markets for our products and kitchen utilization.

TYPICAL WORK CONDITIONS: Work is performed in an office environment and an industrial kitchen. Involves direct interaction with employees, suppliers, volunteers and senior nutrition department.

ESSENTIAL JOB FUNCTIONS:

- Oversee meal planning and production of contracted meals that meet or exceed guidelines, are made from scratch using fresh and local ingredients whenever possible, reflect consistent portion size and quality, and enhance the reputation of Council on Aging's Nutrition program
- Supervise, mentor, train, evaluate, hire and terminate staff and structure staffing levels and responsibilities to meet production.
- Demonstrate the Core Values of our organization, while utilizing core leadership competencies to seek operational excellence.
- Build and maintain a strong team culture that is customer service oriented with a deep commitment to quality and consistency, compassion and respect for the clients while demonstrating pride in the end product.
- Partner closely with the Director of Senior Nutrition to create strategies and innovative approaches to meet the nutritional needs, desires, and lifestyles of our client base.

- Procure raw food from a variety of sources including but not limited to distributors, local producers, food bank, and gleaners to ensure adherence to approved menus and manage kitchen expenses.
- Build relationships with local producers to be considered for donations of excess product and ensure creative utilization of those donations.
- Develop and optimize Noble Spoon, our gourmet, revenue generating meal option for clientele who do not qualify for or identify as Meals on Wheels clients.
- Oversee entire kitchen operation including maintaining current policies & procedures, budget, inventory, equipment maintenance, cleanliness, FDA Food Code and health department compliance, meal preparation, and meal packaging.
- Operate kitchen as a revenue center, creating efficiencies, embracing entrepreneurial opportunities and understanding that revenue is to be generated from the community and not programs within Council on Aging.
- Seek out and bid for appropriate meal contracts with other senior meal providers, schools, community based organizations, etc.

Qualifications –

- Bachelor's degree in business or marketing or equivalent experience
- Superior communication (written and verbal) and presentation skills
- Results driven
- Management experience
- Sales, marketing and food or production experience
- Strong customer service and public relations skills
- Positive working attitude, high energy and strong work ethic