

Job Title: **Kitchen Manager**
Reports to: Chief of Staff
Status: Non-Exempt
Updated: September 1, 2022



POSITION OVERVIEW

This position will oversee and execute the daily operation of the Women's Giving Kitchen where we serve a sit-down lunch to women and children in Midtown Atlanta at Grace United Methodist Church.

Operations:

- Oversee daily preparation, distribution, daily count, and clean-up of meals, Tuesday, Wednesday, and Thursday.
- Purchase food and manage inventory, accurately and according to guidelines.
- Manage kitchen and dining facilities to provide high quality service, while remaining in good standing with Health Department, and any other related partners.
- Oversee and direct volunteer groups in the preparation and distribution of meals.
- Act in the best interest of guests, regarding the types of food prepared, and with consideration for their health and well-being.
- Partner with the Programs Team to provide onsite programming to clients when feasible.
- Adhere to all client confidentiality requirements and standards.

Policy Implementation:

- Ensure volunteer and guest interactions are compliant to company policies.
- Ensure client information is kept with HOPE standards of confidentiality and retention file keeping.
- Complete incident reporting and respond to emergency situations as needed.

Environment:

- Foster and manage a welcoming, positive, and safe environment for all volunteers, vendors, employees, and community service workers.
- Promote team culture in all working relationships with staff and volunteers.
- Maintain positive relations with partnering agencies, food vendors, donors and volunteers.

Qualifications:

- A bachelor's degree is preferred.
- 3-5 years of experience working with persons with disabilities, mental health, substance abuse and chronically homeless population(s) is required.
- 1-3 years of supervisory experience of direct care staff is required.
- Experience with operating and leading a high-volume food pantry/food warehouse/ kitchen is required.

Skills and Abilities:

- Demonstrated ability to achieve goals.
- Ability to think creatively, tactically, strategically, and be flexible when a change in direction is needed.
- Ability to de-escalate tenuous situations.
- Strong verbal and written communication skills.

- A commitment to the delivery of “world-class” customer service is essential.
- Proficiency in Microsoft Office (Word, Excel, Publisher, Outlook, PowerPoint, etc.).
- Proficiency using CRM systems, i.e. Razor’s Edge, Salesforce, etc., preferred.

Working Conditions and Physical Demands

- Lift 50 pounds repetitively on occasion.
- Frequent lifting and bending; full range of motion in lower and upper extremities and use of back.

EE/AA STATEMENT

HOPE Atlanta does not discriminate in employment based on race, color, religion, sex, sexual orientation, national origin, age, disability, or veteran/Reserve/National Guard status.

The job description is intended to generally describe the work being performed by a person in the position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required to effectively perform the