

THE SALVATION ARMY
METROPOLITAN DIVISION
Ray & Joan Kroc Corps Community Center - Chicago
POSITION DESCRIPTION

POSITION

Food Service Manager

MISSION

The Salvation Army Ray and Joan Kroc Corps Community Center of Chicago exists to express the mission and ministry of The Salvation Army through a safe, enriching and sacred environment where all individuals have access to opportunities to reach their physical, intellectual, social and spiritual potential. The Vision of the Chicago Kroc Center is to touch individuals, families and seniors of the Southside with: Community – Wellness – Excellence – Character – Faith

OUTCOMES

The Food Service Manager is responsible for the long-term and day-to-day Food & Beverage operations at RJKCCC. This individual must perform and oversee all concessions functions including catering and special event planning and execution. Also among the specific duties are menu planning, pricing and inventory control. This individual must directly supervise all food and beverage and special events staff as well as plan and implement budgets; hire, train and supervise all kitchen subordinates, and apply marketing principles to assure satisfaction of members and guests.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Develops operating budget for each food and beverage venues. Takes corrective action as necessary to assure that budget goals are attained.
2. Ensures that all required certificates and licenses for facility and staff are secured.
3. Sees that effective orientation and training for any new food and beverage staff takes place, maintaining ongoing development of existing personnel via evaluations, continuing interaction and the setting of goals.
4. Ensures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
 - a. Takes weekly inventories and generates weekly COG for food and beverage.
 - b. Monitors labor costs daily, weekly and for pay periods.
 - c. Approves and codes all supplier invoices before submitting to Accounting.
 - d. Certifies month-end inventory and submits to Accounting by 1st of following month.
 - e. Responsible for maintaining realistic inventory levels to optimize cash flow and keeps storage orderly and minimize waste.
 - f. Maintains POS and accurate daily sales reports; reconciles errors.
 - g. Keeps historical records of special events and day-to-day business for purposes of educated forecasts.
 - h. Audits payroll at least monthly.
5. Inspects to ensure that all safety, sanitation, energy management and preventive maintenance plans are in continual use.
6. Helps plan and approves external and internal marketing and sales promotion activities for building food and beverage business.

7. Structures the food and beverage organizational chart for maximum effectiveness. Maintains balanced staffing and scheduling strategies to meet business needs.
8. Defines position descriptions for all subordinate food and beverage positions.
9. Oversees POS system, activities, & personnel.
10. Reconciles and Cashes-out POS terminals as required.
11. Reviews proposed menus and accompanying prices and margins for all venues and special events.
12. Sees that all legal requirements are adhered to including wage and hour as well as health department issues and licenses.
13. Researches new products and develops menu trends and variety to satisfy member and guest interests in cuisine.
14. Develops and enforces policies and procedures for food and beverage department.
15. Monitors purchasing and receiving procedures for products and supplies to meet guidelines set for quality and pricing.
16. Maintains open communications with above-mentioned subordinates via weekly management meetings and daily conversation.
17. Maintains high visibility by greeting and listening to guest and member comments and needs.
18. Addresses member and guest complaints personally while keeping Business Director informed.
19. Maintains appearance, upkeep, cleanliness and organization of all food and beverage facilities and equipment.
20. Monitors employee dress codes according to Handbook.
21. Other duties as assigned.

COMPENTENCIES

AFFECTIVE:

A commitment to the mission of the Salvation Army and an appreciation of faith-based service organizations

A positive attitude and the ability to be flexible in light of changing job situations/priorities.

BEHAVIORAL:

A demonstrated ability to work independently, be a self-starter, and use initiative.

A demonstrated ability to manage projects, priorities and programs in a constantly changing environment.

A communication and management style that exhibits the principles and values of the Salvation Army.

A leadership style that fosters team relationships to accomplish objectives and solve problems and crisis in a professional manner.

A service orientation and excellent guest relations; anticipating and responding to the needs of clients, employees and management.

Must be attentive to and work appropriately with culturally and socio-economically diverse client population.

Flexibility in accepting assignments with various types of clients and environments.

Good emotional and physical health, patience, and a high frustration tolerance, with ability to work with resistance and hostility.

Excellent communication (verbal and written) and interpersonal skills.

An attention to detail.

COGNITIVE:

A knowledge of large community centers offering a wide variety of programs and services.

An understanding of how to supervise staff and participants of varying education levels and diverse cultural backgrounds.

Meet all health and safety regulations as defined by the Health Department as well as The Salvation Army.

CPR, First Aid, and Safe From Harm Certified

Have, or obtain within three months, a valid Illinois Drivers' License and insured transportation and be able to meet The Salvation Army's requirements.

EXPERIENCE

Must have significant training and/or experience in Food and Beverage industry including:

- a) Concession operation
- b) Catering planning and execution
- c) Restaurant management

2 Years of College Preferred

PERFORMANCE MEASUREMENTS

This individual will be evaluated on how effectively the outcomes of this position are achieved as well as how effectively the mission and objectives of The RJKCCC are met.

There will also be an evaluation of how effectively assigned departments and staff accomplish their goals and objectives.

REPORTING RELATIONSHIPS

This position reports to the Business Director.

This position directly supervises the Food Services Staff.

This position works cooperatively with the Events Coordinator, Senior Coordinator, Education Director, and Athletic Director.

This individual interacts with a wide range of contacts both within and outside the Salvation Army. In these contacts they act as a representative of the Army and its mission.

POSITION LIMITATIONS

This individual will not commit Army resources that have not been allocated or approved; fail to adhere to all Army policies and procedures in carrying out the responsibilities of this position.

This individual will not fail to keep the Business Director of all critical issues.

In conducting the duties of this position, this individual will not fail to support the mission of The Salvation Army or to accurately represent the mission or teachings of the Salvation Army.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

This position is required to do moderate physical work. In order to successfully perform the essential functions of this position, the employee is regularly required to use standard office equipment and a PC. At times they will be expected to participate in community center activities. The work environment for this position includes a community center environment with a medium to high noise level. This employee may be required to drive on occasion. Must be able to lift and carry 40 lbs.

COMPENSATION Exempt RFT

SIGNATURES

_____ Employee	_____ Date
_____ Supervisor Date: 1/12	_____ Date

THE SALVATION ARMY MISSION STATEMENT

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.