

Ronald McDonald House Charities® of the Intermountain Area, Inc.

JOB DESCRIPTION

Title:	Food & Nourishment Specialist
Team:	Hospitality and Guest Experience (in collaboration with Programs)
Location:	RMHC / Salt Lake City, UT
Reports to:	Guest Experience Director
Classification:	Regular Hourly, Full-Time, Non-exempt
Hours:	Variable, with holidays and weekends as needed
Starting Rate of Pay:	\$18.80 - \$20.00, depending on experience
Pay Grade:	F

THE POSITION:

Job Description:

The Food & Nourishment Specialist is a key member of the RMHC programs team responsible to ensure the highest level of care, comfort, safety, cleanliness, organization, inventory, and food safety in the Ronald McDonald House (RMH) and Ronald McDonald Family Room (RMFR) kitchens. They collaborate with Family Room Managers, Hospitality Manager, Head Chef and Volunteer Manager to ensure the supplies and ingredients necessary for nourishing meals exist in all program spaces.

PRIMARY DUTIES AND RESPONSIBILITIES

Food Ordering, Pick Up and Distribution

- Place weekly orders to food vendors such as Costco, staying within approved food budget
- In communication with Family Room Location Managers and Kitchen Lead/Head Chef, identify and communicate food needs to donors such as the Utah Food Bank, Bishop's Storehouse, Martin Brower, etc.
- Establish and manage an internal ordering system/template for the RMH and Family Rooms that ensures a variety of nourishing food options for guests and considers common dietary restrictions
- Manage the food and supply distribution to three RMHC commercial kitchens, including picking up food orders from donors and vendors using an RMH fleet vehicle, distributing food and other needed items to RMFRs and House kitchens using an RMH fleet vehicle, and taking the food up to Family Room spaces to put away in the kitchens and take inventory of the kitchen food and equipment needs
- Support regular in-kind donation sorting, tracking and distribution
- Complete required reporting for food donors and RMH monthly reporting
- Manage the stocking and inventory tracking of ingredients, pantry items, and kitchen equipment in House and Family Room kitchens and place orders to replenish as needed
- Oversee and ensure safety practices and sanitation standards in House and RMFR kitchens through regular check-ins, temperature monitoring, and staff training
- Maintain ongoing familiarity with the program food budget and seek ways to maximize organizational resources in food purchasing and distribution

Food Planning & Preparation

- In coordination with the Kitchen Lead/Head Chef and Guest Experience Director, create a menu that allows for variation, availability of ingredients, and budget
- Ensure that all food is of excellent quality and served in a timely manner
- Maintain an inventory of current food supply to ensure all needed ingredients are on hand and minimize over ordering
- Stay up to date on active recall notices. Communicate any recalls to all RMH kitchens and ensure recalled food is removed
- Welcome volunteer meal groups to the kitchen, communicate food safety requirements and other necessary information for meal preparation and serving
- Train House and Family Room managers on food safety and other kitchen related updates
- Maintain current food handler's permits, ServSafe® certifications, and any other recommended certifications
- Maintain basic inventory of fresh fruit, vegetables, dairy, and grains in RMH kitchen and PCH Family Rooms
- Collaborate with the Volunteer Manager to make sure regular meals are provided for Guest Families and support the volunteer meal groups
- Provide food safety guidance and training to RMHC employees and volunteers who perform essential duties in kitchen areas

Guest Experience

Ensure a high-quality kitchen and dining experience for all guests and volunteers

- Maintain an updated menu with enjoyable meals made with high quality, nourishing ingredients
- In collaboration with Hospitality Manager, develop food related programming, signage and activities for guest families with a focus on nutrition education
- Ensure that RMH guidelines are followed, and rules are enforced as needed
- Support Adopt-a-Meal volunteers, housekeeping volunteers, service groups and individuals offering kitchen cleaning or cooking at RMH
- Oversee volunteer groups working in RMH storage rooms
- General guest services and hospitality as they relate to the RMHC mission of anticipating and acting on behalf of the guest families

Other Duties and Responsibilities

- Attend monthly staff meetings, departmental meetings and trainings
- Assist with other related duties as requested by the Guest Experience Director

Work Conditions and Physical Requirements

- Most work is conducted in a kitchen or hospital environment or in an RMH owned vehicle.
- Must be able to lift 35 pounds, load/unload vehicles and make food deliveries, use a ladder, and be able to perform basic cleaning and maintenance.
- Must be able to operate a vehicle.
- Must maintain a valid driver's license.

THE PERSON:

Experience Required:

- Requires food handler's permit. RMHC will pay for a permit if the candidate does not currently have one.

- Requires ServSafe Certifications. RMHC will pay for a permit if the candidate does not currently have one.
- Understanding of food safety standards
- At least two years of work experience in hospitality or food and beverage, restaurant management, culinary or similar industries.

Skills Required:

- Exceptional verbal and interpersonal communication skills
- Strong attention to detail
- Strong interpersonal skills
- Ability to delegate when necessary
- Ability to build and maintain relationships with community partners
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Ability to organize and prioritize workloads
- Ability to analyze, summarize and present information in a logical manner
- Cultural competency to effectively work among wonderfully diverse staff, volunteers and guests
- Highly organized, creative, energetic and collaborative team player
- Understanding basic nutrition and culinary skills
- Flexibility with regards to work assignments and changing priorities
- Problem solving - able to problem solve/troubleshoot and address issues in a timely effective manner (the CSI of food safety and quality)

Education Required:

- High school diploma or equivalent experience or equivalent experience may include education or work history in the areas of food safety, food science, public health, etc.

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements:

- Willingness to meet RMHC immunization requirements due to proximity with vulnerable patients and their families.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work.

Ronald McDonald House Charities is an equal opportunity employer and values a diverse workplace.