

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

Title: **Food & Nourishment Specialist**  
Team: Programs  
Location: RMHC - Salt Lake City, UT  
Reports to: Guest Experience Director  
Classification: Full time, non-exempt position with benefits  
**Hours:** Variable, with holidays and weekends as needed  
Compensation: Pay Grade 120

**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.

*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 House Head Chef, identify and communicate food needs to donors such as the Utah Food Bank, Bishop's Warehouse, 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
- Maintain strong relationships with existing partners and support the Development team in the building of new community and donor relationships in Utah County
- Complete required reporting for food donors and RMH monthly reporting
- Manage the stock 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 program food budget and seek ways to maximize organizational resources in food purchasing and distribution

*Food Planning & Preparation*

- In coordination with the House 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, ServeSafe® 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, and departmental meetings and trainings
- Assist with other related duties as requested by the Guest Experience Director

### Work Environment

- Most work is conducted in a kitchen or hospital environment or in a RMH owned vehicle. Must be able to lift 30 pounds, load/unload vehicles and make food deliveries, use a ladder, and be able to perform basic cleaning & maintenance. Must be able to operate a vehicle.

### **THE PERSON:**

#### Experience Required:

Requires food handler's permit (or willingness to obtain one), understanding of food safety standards, and at least two years of work experience in hospitality or food and beverage, restaurant management, culinary or similar industries. Must maintain a valid driver's license.

#### Skills Required:

- Exceptional verbal and interpersonal communication skills
- Strong attention to detail
- Cultural competency to effectively work among wonderfully diverse staff, volunteers and guests

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

Educational Requirements:

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

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