



## Food Services Lead

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

<b>Work Team:</b>	Community Services
<b>Reports To:</b>	Community Services Manager
<b>Position Classification:</b>	Employee
<b>Length of Service:</b>	2+ year commitment

### POSTION SUMMARY

The Food Services Lead is responsible for the management of Holden Village’s food service operation, which includes: the central kitchen and dining hall, the central “dishpit,” the “snack bar,” and Beanie’s Espresso Cart. This responsibility includes supervision of volunteer staff, administration (scheduling, ordering/vendor relationships, menu, training coordination), the demonstration of community-wide hospitality via food and dining practice, and ensures all food service areas operate in compliance with regulatory standards. The Food Services Lead aims to provide healthy, delicious, and diverse meals for all through intentional and sustainable menu planning & practices; order ingredients from economical and socially responsible suppliers; maintain a clean, safe and fun working environment; and develop and implement a food philosophy that revolves around the concept of “lavish simplicity” — good food, well and mindfully prepared, and served with joy. The Food Services Lead seeks interesting and meaningful ways to embed the Village’s shared “food life” within the larger themes and topics of Village life and program. In addition, the Food Services Lead is also a Head Cook. This position can be physically demanding, with multiple hours spent on your feet and the necessity of carrying things up and down stairs. Multi-year commitment preferred.

### MAJOR FUNCTIONS (principal duties and responsibilities)

*Specific responsibilities include but are not limited to the following:*

- Food Service Administration
  - Foster and model a positive attitude and safe working environment while encouraging (and teaching, when needed) efficiency, respect, and teamwork using clear, direct, compassionate communication.

- Track and maintain foodstuffs and supply inventory; order needed food/supplies/equipment while complying with budgetary constraints; ensure delivery and quality of products ordered
- Ensure budgetary compliance; consult with and offer input to the Business Manager or supervising manager on creation of yearly operating and capital budgets.
- Oversee implementation of food safety standards in accordance with the WA state health code and other regulations imposed by federal, state, and county regulators; work with local health department to ensure compliance.
- Oversee COVID-19 safety plan implementation and revision for food service areas.
- Staff Supervision
  - Maintain (or oversee maintenance of) work schedules for food services staff in ways that effectively and efficiently meet the area's needs while supporting staff access to benefits such as "out days" and "days off".
  - Serve as a mentor/resource to and support food services staffs' professional development.
  - In partnership with the Community Services Manager, the Human Resources Manager, and the Staffing Office: manage workplace conflict and accountability issues in ways that hold appropriate confidentiality and that balances a person-centered approach with clear/objective workplace expectations.
  - Ensure new staff are welcomed, oriented, trained, and further developed in ways that create an inter-area community grounded in trust, responsibility, accountability, mutual assistance, courage, community, honesty, grace, and joy.
  - Provide direction, guidance, learning opportunities, and additional responsibilities to food services staff commensurate with their interests and abilities.
  - Cultivate/coach/mentor/develop food services staff in ways that promote creative problem solving within the parameters set by health code, the Village's mission and values, and the Food Philosophy.
  - Ensure efficient and effective communication of necessary information to food services staff.
  - Conduct 6-month review with all food services staff.
- Hospitality/Education
  - Address concerns and answer questions relating to food service from all Villagers.
  - Communicate with all Villagers regarding food service offerings, schedules, and any procedural changes that would affect the dining experience.
  - In partnership with the Program Team, coordinate food service involvement in the Village's larger programmatic vision in ways that promote the Village's Food Philosophy.
  - Critically apply Holden's Food Philosophy and 2019 Strategic Plan to area operations, planning, and decision-making.

- Communicate with all Villagers regarding special dietary needs and seek to accommodate special dietary needs as much as possible.
- Food Stewardship
  - Plan and adjust menus so as to utilize available resources (including seasonal produce, perishables on hand, and leftovers).
  - Utilize best practices in transportation of ordered goods.
  - Foster existing relationships with local growers and build new relationships with local growers in ways that will ensure high quality local food is available to the Village.
- Act as back-up in all food service areas to ensure coverage. This includes regularly participating on kitchen shifts as both an assistant and as a shift lead.
- Keep accurate and current records while revising and updating the Food Services Lead Turnover File.

## KNOWLEDGE, SKILL & ABILITY REQUIREMENTS

*Specific knowledge and skills include but are not limited to the following:*

- A passion/knowledge for food and food service, with a focus on food stewardship and ethics.
- Prior experience in food services management preferred, prior experience in food service work required.
- Valid WA State Food Handlers Card required (or willingness to obtain before arrival)
- ServSmart Certification required (or willingness to obtain)
- Prior supervising experience required, with a demonstrated ability to supervise people of varying abilities, ages, and interests in ways that promote positive experiences and outcomes for those supervised while also accomplishing team goals.
- Demonstrated ability to work both independently and in a collaborative setting.
- Excellent planning and organizational skills, including budgetary management.
- Sound judgment, creativity, problem solving, and decision-making abilities.
- Ability to see the “big picture” and be proactive
- Ability to actively shift priorities (adaptability/flexibility) in a dynamic work environment in ways that maximize benefit to Holden Village and the Food Services Team.
- Superb written and verbal communication skills.
- Experience with Microsoft Office Suite (especially Word, Publisher, and Excel) and Google’s Productivity programs like Docs and Sheets required.
- Ability to lift up to 50lbs and to be on one’s feet for an extended period of time.

**COMMUNITY EXPECTATIONS** (particular knowledge/skills related to living and working in the Holden Village community)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months and 1-year on staff.
- Pledges to work in ways that support and fulfill Holden Village’s [Mission, Vision, and Values](#) and commits to the terms of the [Community of Practice Agreement](#).

- Abides by Holden Village's [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#).
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Brigade, Worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.
- Commits to staying up-to date on all required vaccinations, including COVID-19.

## COMPENSATION & BENEFITS

*As an Employee, you are eligible for the following compensation and benefits:*

- \$1650/month salary
- Food (three meals/day)
- Housing, utilities, internet access
- Free parking at Fields Point
- Health insurance (medical, dental and vision)
- Basic life insurance
- Life Flight membership (emergency helicopter transportation based on medical need)
- Simple IRA account
- 42 "out" days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year
- Completion bonus and health insurance grace period upon completion of term, equivalent to the length of term.
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!