



JOB TITLE: Food Service Coordinator

SUPERVISED BY: Food Service Director

SUPERVISES: Cooks and Kitchen Associates

POSITION OVERVIEW:

The Food Service Coordinator will support and actively contribute in fulfilling the goals and mission of Covenant Harbor. With the primary focus in the production of meals and managing staff during it. This manager-level position is a vital part of the Food Service team and in helping to create the gathering space around the table which is one of the greatest assets of community building. Covenant Harbor utilizes two kitchens and two dining rooms generating over 150,000 meals annually to a wide range of groups.

GENERAL QUALIFICATIONS:

This ideal candidate must:

- Be a committed and growing follower of Jesus Christ and actively involved in a local church.
- Be in agreement with and support of Covenant Harbor’s mission and vision.
- Be an effective verbal and written communicator.
- Be in agreement with the Affirmations of the Evangelical Covenant Church.
- Have a passion for engaging people of all backgrounds and ethnicities to feel welcome, safe and accepted.
- Be passionate about cooking and creating meals.
- Thrive under pressure in an ever-changing environment, have a strong work ethic, and maintain a positive “can do” attitude.
- Be professional, flexible, attentive to details, and able to work with minimal supervision.
- Be available to work weekdays, weekends, nights, and some holidays.
- Desire and willingness to work as a team within Food Service.
- Have management experience.

Additional desired skills or experience:

- Conversational abilities in Spanish
- Knowledge of “speed-scratch” production

EDUCATION AND TRAINING REQUIREMENTS:

- Year-round experience in working in the field of Christian Camping or similar service industry.
- A valid driver’s license and a clean driving record.
- Able and willing to follow written and verbal instructions.
- Computer knowledge and experience in the use of Microsoft Office and Google Suite. An aptitude and willingness to become proficient in CampBrain and other database management systems.
- Current ServeSafe certification, or willingness to acquire certification.
- CPR and First Aid certifications are preferred.

SPECIFIC DUTIES:

Under the supervision of the Food Service Director and working in cooperation with Food Service team and other Covenant Harbor staff, the following are responsibilities for this position:

A. Staff Management

- Responsible for orientation and initial training of new employees, and ongoing training for existing employees, including:
 - Best practices
 - Safety and proper food-handling practices
 - Departmental and camp-wide standards
 - Cooking and preparation proficiency
- Assist Food Service Director with new hire interviews and hiring/firing decisions.

- Assists the Food Service Director in hiring, managing, and performance reviews for Food Service employees.
- Manage for efficiency and effectiveness in a “team” context that strives for excellent customer service and stewardship of resources.
- Assist Food Service Director with scheduling and payroll as needed.
- Regularly fill cooking shifts. Either the Food Service Director or the Food Service Coordinator will be present at most shifts.
- Facilitate an environment of excellence by example.
- Meet or exceed budget, ratio and cost per meal expectations.

B. Communication

- Serve as a vital communication link between guests and the kitchen. This may take the form of troubleshooting customer complaints, managing special requests (including allergies), menu planning, and follow-up.
- Serve as a vital communication link between kitchen and non-kitchen staff. The Food Service Director and Food Service Coordinators need to ensure that such communication is accurate, effective, and timely. Communication themes include allergies, timing, snacks, scheduling, initiatives, menus, guest counts, tasks, etc. If something is communicated to the Food Service Coordinator, it is as if it was communicated to the entire Food Service team.
- Attend weekly staff meetings to ensure smooth execution of services.
- Communicate in a way that is age and situation appropriate.

C. Systems Improvements

- Create, refine and utilize various systems to improve quality, consistency, accuracy, presentation, and customer service.
- Proactively seek ways to improve efficiency and lower costs within the department which may include inventory management, staff scheduling, purchasing, and menu implementation.

D. Cooking & Kitchen Tasks

- Demonstrate high proficiency in cooking techniques and production methods. Must be capable of preparing and presenting restaurant-quality meals in a high-volume environment.
- As a working manager, oversee meal production, presentation, post-meal activities, and other daily operations.
- Maintain appropriate inventory levels.
- Ensure all staff work efficiently and effectively throughout shifts.
- Self-identify tasks that need to be completed.
- Assist in the generation and completion of daily duty lists.
- Maintain personal/department recipe resources.
- May participate/lead special events, such as cooking classes and on-site catering.
- Lead/develop Food Service related projects as directed by the Food Service Director

E. Greater Covenant Harbor Ministry

- Be a positive, helpful and active member of the staff community.
- Support and help with retreats and events at Covenant Harbor.
- Help effectively maintain and steward Covenant Harbor’s resources.
- Teach and oversee Ministry Staff, other Covenant Harbor staff, and volunteers in shared tasks.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:

The duties of this position are conducted in the kitchen as well as in an air-conditioned office environment. Hours vary based on group schedules which include weekends. Cooking meals when guests are on-site will necessitate a lot of walking, most of which will take place in the kitchen. However some will be around camp and Covenant Harbor is built on a large hill and although there are paved sidewalks, there are also many steps and steep inclines. Exceptional stamina is required since the camp environment requires long days during certain times of the year. Must be able to lift up to 50 lbs. on a regular basis, perform kitchen tasks such as chopping, stirring, and moving hot and/or heavy cooking items on a routine basis, as well as be able to stand for a minimum of 6 hours.

SALARY AND BENEFITS:

Type of Position: Full Time Salaried, Year-Round

Benefit Package: Salaried Exempt Position - Level IV benefits (Camp’s highest level of medical and annuity benefits including Sick and Vacation Time)

