

*North/Eastside*  
S E N I O R  
*Coalition*

*Job Description*

Job Title: Senior Dining Site Manager  
Classification: Non-Exempt

Reports To: Programs Manager  
Updated: 2015

**GENERAL PURPOSE OF THE JOB:**

The Senior Dining Site Manager coordinates the provision of a midday meal at the WPCRC senior dining site. The Senior Dining Site Manager ensures necessary sanitary and safe food handling procedures are followed by all staff and volunteers. The Senior Dining Site Manager also provides daily supervision of the senior dining site volunteers and assists with educational and social programs associated with the dining site. All functions are carried out in accordance with the policies and procedures of the North/Eastside Senior Coalition.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

DINING SITE PREPARATION

- Meet with Programs Manager to review the day's set-up, special meals, and events.
- Assign daily tasks to senior dining site volunteers.
- Responsible for the daily set-up, serving, and clean-up of the midday meal.
- Check in food from the caterer, and monitor food quality and quantity.
- Responsible for orderly storage, and inventorying of supplies as needed. Ensure the safekeeping of supplies and equipment; place order for supplies with Programs Manager as needed.

PROGRAM SERVICE DELIVERY

- Help greet participants and make them feel welcome.
- Work courteously, cooperatively, productively, and professionally at all times with fellow staff, volunteers, and participants.
- Ensure necessary sanitary and safe food handling procedures are followed by all staff and volunteers.
- Stay through meal times and participate as a diner.
- Take next day's meal reservations and call caterer with number; fax in daily bus list for next day rides to transportation provider.
- Assist with planning and implementation of daily programming at the Warner Park dining site.
- Make all necessary announcements prior to meals at site.
- Adapt and try new practices to expand and maintain increased attendance by senior participants.
- Handle volunteer or participant concerns and disputes in an appropriate and professional manner and seeks Programs Manager's assistance as needed.
- Coordinate outreach referrals to Programs Manager.

SUPERVISION & TRAINING

- Train and monitor and supervise senior dining site volunteers.
- Attend required trainings for Nutrition Program Managers and food safety certification.

## AGENCY REPORTING

- Oversee the collection of dining site participant program registration data.
- Oversee collection and recording of daily donations at the dining site.
- Follow money counting procedures.
- Monitor the daily attendance and registration sheets.
- Record food temperatures, refrigerator and freezer temperatures, and other procedures as required.
- Oversee record-keeping and computation for monthly reports.
- Help assess program needs and ensure program goals and objectives are met.

## OTHER EXPECTATIONS

- Other duties as assigned.

## SUPERVISORY RESPONSIBILITIES

Senior Dining Site volunteers

## **REQUIRED QUALIFICATIONS**

The successful candidate must possess the following qualifications:

- Passion for NESCO's mission.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Professional food manager certification (or become certified within 6 months of hire).
- Strong communication/people skills.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to read and interpret documents such as operating and procedure manuals.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ration, and percent.
- Work cooperatively with WPCRC and MSCR staff.
- Attend continuing education opportunities as required, in nutrition, programming, volunteers, and other topics related to this position.
- Work at NESCO fundraising events, volunteer appreciation events, and other miscellaneous events outside of core hours, as needed.

## **PREFERRED QUALIFICATIONS:**

The ideal candidate will also possess these additional qualifications:

- Broad knowledge of senior adult population.
- Ability to speak effectively before groups of staff.
- Ability to handle conflicts between volunteers or participants.
- Adapt and try new practices to expand and maintain increased attendance by senior participants.
- Experience working with volunteers.
- Experience working as a team.
- Strong organizational and management skills.
- Sensitivity to issues of diversity including issues related to gender and ethnicity.
- Computer skills (MS).

**Job description updated and approved by:**

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Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Employee Printed Name

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Supervisor Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date