



Position Title: Veteran Services Dining Coordinator
Department: Operations
Exemption: Non-Exempt
Supervisor: Veteran Service Supervisor
Supervises: N/A

Hours: M-F 10:30am – 06:30pm

Job Summary:

In coordination with the Veteran Service Supervisor and Director of Operations, the Dining Coordinator is responsible for coordinating and conducting catered food service for approximately 160 in-house clients. Dining Coordinator must be customer focused and provide the highest levels of customer service and promote a warm and pleasant dining experience. This includes working with catering service and donors to ensure appropriate menu items, quantities, and quality of product. The Dining Coordinator will be responsible for lunch and dinner meal service (approximately 60-90 servings/meal) Monday – Friday and will have complete oversight of kitchen service and supplies.

Responsibilities:

- Understand and support the Mission of the Center.
- Provide a high level of customer service and promote a restaurant-style dining atmosphere.
- Work closely with the Operations Manager to ensure resident satisfaction with food and dining experience.
- Responsible for serving line preparation, beverage preparation, condiment station setup, etc. for lunch and dinner meals.
- Coordinate with cater service to ensure highest quality meals nutritionally adequate to meet the basic daily food requirement for balanced meals.
- Post daily menus.
- Ensure food service and facility complies with all food safety policies and procedures as set forth by city, state and federal requirements.
- Coordinate with catering service, donated meal providers, etc., to ensure continuity of food service, special requests, etc.
- Manage food donations as appropriate.
- Conduct inventory and coordinate with Director of Operations to prepare purchase orders for kitchen specific supplies.
- Coordinate with Advancement on matters related to donated meals, special events, and community and corporate volunteers.
- Monitor kitchen equipment and coordinate maintenance repairs with Maintenance manager.
- Coordinate, prepare, and set up special events and functions as needed.
- Welcome and supervise volunteer food servers; ensure they are properly prepared to serve food in accordance with serve-safe requirements.



- As appropriate, be present when groups or organizations provide meals in the Center.
- Advise, assist and make recommendations to the management on matters relating to the Food Service Program
- Responsible for post-meal cleanliness of kitchen equipment, serving line equipment, kitchen space, dining area to include tables, chairs, floors, walls, etc.
- Clean serving trays, serving pans, utensils, chairs, condiment containers, utensil containers, napkin dispensers.
- Responsible for removal of post-meal trash.
- Communicate resident likes and dislikes to Director of Operations and/or Vice President of Operations for menu planning purposes and resident satisfaction.
- May perform other duties as needed and/or assigned.

Essential Functions:

- Valid Massachusetts Driver's License required.
- Must be able to lift weights up to fifty pounds.
- High School Diploma or equivalent required.
- Must possess the "hospitality gene".
- Two years of experience in the food service industry.
- Servsafe certification preferred.
- Working knowledge, adherence to, and practice of ServSafe guidelines.
- Must be able to handle multiple tasks and priorities.
- Requires excellent interpersonal skills needed to interact with all levels of internal personnel and external entities.
- Must be committed to a strong customer service philosophy.
- Must be willing to help resolve Client conflicts.
- Must be a dedicated team player and comfortable working in an open, highly collaborative, diverse environment.