

State College Meals on Wheels Job Description

Position: Service Coordinator

Reports to: Executive Director

FLSA Status: Non-exempt

Typical hours: Monday – Friday 8:00 am – 2:00 pm

Mission:

State College Area Meals on Wheels prepares and delivers nutritious, affordable meals to people who are elderly or disabled living within the State College School District to help maintain their quality of life and allow them to remain in their own homes.

Summary:

The Service Coordinator is responsible for operational support resulting in the successful preparation and packaging of meals and groceries; this includes assistance in food preparation, planning, volunteer training, cleaning, dishwashing, storage, and inventory. In addition, the Service Coordinator prepares paperwork and updates the client database to reflect client changes and manage delivery routes. The Service Coordinator helps to create an atmosphere of appreciation, acceptance, and camaraderie with staff & volunteers to make the SCMOW experience enjoyable for all while staying true to our mission.

Duties:

- Assist Head Chef in food preparation and planning and support Head Chef as needed
- Prepare, print, and review paperwork for weekly grocery bag and meal count
- Keep up to date with clients' diet changes and communicate questions or concerns
- Train and supervise volunteers in the kitchen environment (including use of dishwasher, kitchen safety measures, food storage, cleanliness, and sanitation)
- Understand or develop knowledge on specialized diets (renal, diabetic, allergies, vegetarian) and prepare special meals/grocery bags for clients with dietary needs
- Fill in as Chef when needed using proper safety measures with a full understanding of meal preparation policies and requirements
- Use database to update client changes, manage delivery routes and create reports
- Ensure all kitchen closing tasks are completed by end of shift, which includes assuring all dishes are cleaned and stored. Other closing items include: sanitizing surfaces and sinks, removing garbage, compost, and recycling
- Coordinate and complete daily and weekly cleaning schedules (including kitchen, refrigerators and freezers, dry food storage, meal tray storage, and workspace) and responsible for tracking expiration dates and disposing expired foods.
- Maintain stock & cleanliness of grocery packing area
- Receive food orders and manage storage in partnership with Head Chef
- Create weekly grocery orders for review by ED or Head Chef
- Maintain up-to-date inventory of meal trays, food supplies, sanitation products
- Maintain temperature logs for cold storage equipment (refrigerators and freezers)
- Communicate with Associate Director regarding upcoming volunteer needs, volunteer performance.
- Maintain confidential client, volunteer and agency information
- Attend and participate in staff meetings and trainings
- Other duties as required

Qualifications: High school diploma or general education degree (GED) required. Bachelor's degree preferred. Experience in a commercial kitchen is preferred. The incumbent will be a self-starter and effective communicator that uses a team approach to plan the workday and manage challenges. Current ServSafe Manager certification is preferred. Valid driver's license and clear driving history preferred. Basic competency in Microsoft Office, especially Excel and Word required, as is the ability to learn and use a database effectively and efficiently. Must be able to obtain clearances as requested.

Physical Demands: Must be able to stand, walk, bend, carry, and move items for the majority of the workday. Must be able to use commercial kitchen equipment and machinery. Must be able to withstand cold while working in the walk-in freezer and cooler for short periods. Must be able to lift and carry heavy items up to 50 pounds. Also, must be able to sit and use a computer and telephone.

Work Environment: The program operates in Harkins Hall of Grace Lutheran Church. Conditions include machinery noise and temperatures typical in a commercial kitchen. Ours is a communal workspace that is shared with other staff, volunteers and the church.

All employees of State College Meals on Wheels are responsible for maintaining a safe, professional and welcoming environment while managing multiple priorities in concert with volunteers and members of the GLC community.