



Front of House Manager

NourishKC, home of the Kansas City Community Kitchen

About NourishKC

NourishKC's mission is to rescue fresh local food, prepare nutritious meals, and serve as a community partner to address hunger's core causes. NourishKC bases the efforts of its programs – Kansas City Community Kitchen (KCCCK), Food Rescue, and Culinary Training – on the belief that Food is a basic human right. We believe that it is not enough just to fill bellies; the meals served to our guests should be hot, fresh, and nutritious. Our goal is to feed anyone in need and change lives in the process by partnering with other organizations and helping our volunteers build community.

Position Description

KCCCK serves up to 500 people daily in a restaurant-style community kitchen. We utilize community volunteers to provide individualized table service to everyone. We take exclusive care to ensure that our guests experience a fresh, healthy dining experience within a respectful, safe, and friendly environment. Working under the supervision of the Programs Director, the Front of House Manager serves as a strong leader to train volunteers and manage guests in our dining room. The Front of House Manager must also be cross-trained to perform positions in the back of the house, as well as provide coverage in the absence of the Kitchen Manager.

Position: Front of House Manager

Pay: \$18/hour

Status: Full-Time, Non-Exempt, 40 Hours/Week

Benefits: Employer paid health insurance for employees, life insurance, paid time off (10 days, 9 holidays)

Responsibilities

Volunteer Management

- Work with Prep Team Lead to greet, check-in, and orient new volunteers to kitchen processes, including safety, sanitation, and accident prevention
- Lead pre-shift meetings with volunteers to communicate daily tasks and menu items, predetermined each morning with the Kitchen Manager
- Motivate, develop, and direct volunteers as they work
- Build intentional community by speaking with guests and inviting volunteers to join in conversations

Food Preparation and Planning

- Meet all health department standards for safe food handling and preparation
- Ensure weekly menu plans and daily prep lists are executed by assisting Kitchen Manager and Prep Team Lead to delegate volunteer tasks when needed
- Prepare and organize additional donated food and personal items to distribute to guests
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Dining Operations

- Record meal counts to ensure accountability in program outcomes
- Address and resolve any issues with guests, ensuring dining room protocols are being followed
- Maintain appropriate cleaning schedules for dining room areas and guest bathrooms, including all opening and closing procedures in dining room

Completes other tasks as assigned.

Qualifications

Education & Experience

- Minimum of a high school diploma or equivalent; previous culinary training preferred
- ServSafe Managers certificate required within 30 days of hire
- Working knowledge of all restaurant equipment, and local and national health codes
- 1 year minimum of supervisory experience, preferably in food service or retail
- 2 years experience working front of house as server, host, or cashier
- Experience with volunteer management or employee training preferred

Personal Characteristics

- Establishes and maintains positive working relationships with others, both internally and externally
- Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Speaks, listens and writes in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques
- Assesses situations to determine the importance, urgency, and risks, and makes clear decisions which are timely and in the best interests of the organization

Skills & Reasoning Ability

- Ability to comprehend and interpret documents such as safety rules, operating and maintenance instructions and policy and procedure manuals
- Knowledge of Microsoft Office 365
- Ability to prepare routine reports and correspondence
- Ability to communicate effectively with employees, volunteers, and guests

Working conditions

- Ability to work Monday through Friday between 6:30am-2:30pm
- Flexibility to work some holidays, evenings and weekends as needed
- Be able to reach, bend, stoop and frequently lift up to 30 pounds
- Be able to stand for several hours and walk for long periods of time

How to Apply

Please send cover letter and resume to Rachel Morningstar, Programs Director, at rmorningstar@nourishkc.org with the position and your name in the subject line.

Nourish KC is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Nourish KC prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Nourish KC conforms to the spirit as well as to the letter of all applicable laws and regulations.