



Job Title: OPERATIONS & STAGING SPECIALIST

FLSA: Non-Exempt \$17.75 - \$20.00

Supervisor: Senior Director of Operations

Benefits: Medical, Dental, Vision (with employer contribution), Flex, Life, 401k w/ match. Generous time-off & 11 paid holidays.

Position Description: This position plays a vital role in that mission by ensuring the accurate assembly and distribution of meal bags so that every client receives the meals that match their individual dietary needs. Through careful attention to detail and collaboration with our team, this role helps ensure that our clients can count on the nourishment and support they need to thrive.

This is a full-time position, generally scheduled Monday through Friday during daytime hours. Typical shifts are between 8:30 a.m. and 5:00 p.m. for a total of 40 hours per week, with some flexibility based on program needs.

Primary Responsibilities:

1. Responsible and accountable for being an onsite point person for volunteers.
2. Organizing and communicating operational information to onsite volunteers.
3. Communicating the operational needs to volunteers in a friendly and professional way.
4. Developing strong relationships with onsite volunteers on behalf of Mama's Kitchen.
5. Work with SDO to maintain safe and efficient food bundling and bagging production schedule.
6. Oversight of volunteer shifts including meal setup and staging.
7. Oversight of volunteer rest area. Provide clean and well-maintained space to make our volunteers feel welcome and engaged.
8. Meet production requirements regarding route building, safety, and timing.
9. Light cleaning work includes wash dishes, clean, and maintain operations equipment, light janitorial duties such as taking out the trash. Light kitchen food preparation may be required at times (such as packaging bread or premade foods).
10. Stock shelves using FIFO principles and following food labeling guidelines set forth by the Senior Director of Operations and organization.

Other Duties: As assigned by Senior Director of Operations

Required Skills:

1. Food Handler's Certification required; ServSafe Certification preferred. Test can be given to candidate on site.
2. Ability to follow directions in English, spoken and written.
3. Ability to closely follow meal plans, guidelines, and directives.

4. Leadership experience is preferred. This position requires would require understanding SDO directions and work with groups of volunteers in a polite and friendly manner.
5. Desire to learn and grow as Mama's Kitchen defines and pursues new programs, quality standards, and opportunities to respond to newly identified needs.
6. Excellent communication skills
7. Friendly, responsible, and professional demeanor is required at all times
8. Be able to stand for long periods of time and move; walk; sit; use hands to handle objects, tools, or controls; reach with hands and arms; talk and hear. Employee must bend, stoop and lift and/or move up to 65 pounds unassisted on a regular basis.
9. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
10. **Team player:** Demonstrates cooperative spirit, respects professional boundaries and is successful at sharing responsibilities with others.
11. **Self-led:** Knows and completes responsibilities in assigned timelines, asks for clarifications when needed.
12. **Sensitive** to the circumstances and needs of the critically ill, as well as people with mental health and substance abuse issues
13. **Customer-oriented:** Works well with all stakeholders and promotes a positive image of the agency and works diligently to resolve customer issues.
14. **Poised:** able to maintain a calm, positive and constructive attitude during interactions with diverse populations, sometimes in challenging situations
15. **Decisive:** Thoughtful when considering options, seeking input from others, making difficult decisions when necessary
16. **Knowledgeable:** Understands facets of job, keeps job knowledge current
17. **Well organized:** Information organized and accessible, maintains efficient workspace, manages time well.
18. **Strong communicator:** excellent verbal and written communication skills
19. **Technical savvy:** Skilled with computers, proficient with function appropriate technology, learns quickly, uses technology to enhance job performance with the interest and ability to learn new technology.
20. **Agile:** Able to move effectively between big-picture thinking and hands-on logistics
21. **Takes Initiative:** Takes action, seeks new opportunities, strives to see projects to completion.
22. **Problem solver:** Strong analytical skills and able to creatively address and solve problems.
23. **Leads** and gains results through others through example, communication, delegation, and accountability. Is a representative of Mama's Kitchen both internally and externally.
24. **Motivated:** Looks for opportunities to increase knowledge, works to increase responsibility, strives to achieve personal goals
25. **Creative:** Ability to conceptualize fresh, compelling ideas for the department and agency
26. **Innovative:** Creative, offers new ideas, risk taker, amenable to change
27. Be able to stand for long periods of time and move; walk; sit; use hands to handle objects, tools, or controls; reach with hands and arms; talk and hear. Employee must bend, stoop and lift and/or move up to 65 pounds unassisted on a regular basis.

28. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Background Check: All employees are required to go through a background check.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers, and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make

available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send your resume to jobs@mamaskitchen.org

No phone calls please.