



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
Wallingford, PA
19086-6023
(610) 566-4507
FAX (610) 566-3679
www.pendlehill.org

July 2015

POSITION: Dining Services Manager

REPORTS TO: Director of Operations

GENERAL SUMMARY: The Dining Services Manager has responsibility for efficient management of the food service operation of Pendle Hill. This includes the ability to manage a busy and caring work environment (balancing immediate, medium and long term tasks) while remaining focused on maintaining/presenting Pendle Hill's values particularly as they are expressed through dining services (such as locally sourced and non-processed foods).

While the Director of Operations has overall responsibility for kitchen operations and long-term strategy, the Dining Services Manager has responsibility for day-to-day kitchen and dining management and supervision. Responding to diner feedback (their recommendations and compliments) in a prompt and thoughtful way, providing astute budgetary insight, healthy & delicious meals, and excellent customer service are all parts of this role.

Supervisees currently include: a Garden Coordinator/Cook, Sous Chef, Third cook, two part-time kitchen support personnel (porters), and two kitchen interns.

WORKING ENVIRONMENT: Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 23-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES:

In addition to cooking meals, the Dining Services Manager has lead responsibility for overall kitchen management including:

1. Coordinates reports on overall dining operations to the Director of Operations, including scheduling of staff.
2. Leads, supervises and participates in all phases of food handling: preparation and processing, costing, portion control, recording inventories, ordering and receiving, menu planning, and creating recipes.
3. Provides excellent customer service to all diners.

4. Invites and responds to feedback from diners (internal/external). If necessary, investigates and solves any complaints regarding dining services.
5. Follows Safe-serve and OSHA standards for maintenance of health, safety, cleanliness and risk avoidance in the kitchen and adjacent areas.
6. In conjunction with the Director of Operations, prepares the annual budget and controls/monitors budget expenses on a monthly basis.
7. Leads the weekly cooks' meetings and participates in weekly Events Planning meetings. As well as, participating in the events planning and food management for all special events.
8. Oversees vegetable garden.
9. Writes performance evaluations of kitchen staff and conducts review conference with the Director of Operations.
10. Supervision includes participating on search committees, training/coaching supervisees, and conducting performance reviews.
11. Follows best practices in Human Resources within a caring community environment.

REQUIRED QUALIFICATIONS:

1. Experience in kitchen management, cooking for large groups (up to 140 people) and a working knowledge of nutrition.
2. A demonstrated ability to work under pressure amidst competing priorities; willingness to be flexible, and the ability to work successfully with a wide range of people (colleagues, guests, and trainees) are important.
3. Experience in budgeting and successfully managing food costs within budgets.
4. Experience with OSHA/Serv-Safe standards.
5. The ability to work irregular weekly and occasional weekend hours.

DESIRED QUALIFICATIONS:

1. Experience in a dining service environment that is part of a larger organization.
2. Proven success as a supervisor of various kitchen staff.
3. Experience in bread making and dessert preparation.
4. Experience in processing and preservation of garden produce.
5. A desire to work in a Quaker community.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

1. A welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences.
2. Familiarity with Quaker faith and practices, and/or a willingness to gain and deepen such knowledge.
3. Appreciation for the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and value statements as part of familiarizing yourself with Pendle Hill.

TIME EXPECTATIONS:

This is a full-time, exempt position.

Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping or maintenance work.

COMPENSATION AND BENEFITS:

Compensation includes cash salary and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free or at a significantly discounted rate.

The opportunity to obtain a Swarthmore College ID card, which will enable you to access the Swarthmore library and recreational facilities.

Thanks to a partnership with FGC, employees receive a 20 percent discount at the *QuakerBooks* bookstore at Pendle Hill.

NONDISCRIMINATION POLICY:

Pendle Hill encourages the participation of all and seeks to appoint to its staff individuals of diverse backgrounds and to do so without discrimination on the basis of gender, religion, race, color, age, sexual orientation, disability, national origin or any other category protected by law.

BACKGROUND CHECKS:

Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit a current resume; contact information for three references, two of which are people who have supervised your work (we will not contact your references without checking with you first); and a cover letter describing your qualifications, including how you heard about the position (resumes received without a cover letter will not be considered), to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or mmcbreen@pendlehill.org. Please put **Dining Services Manager** and your last name in the email subject line.

Review of applicants will begin on July 11th and continue until the position is filled, with an approximate start at the end of July.