

Floating Head Cook/Ass't Program Manager/Coordinator

Department: Senior Nutrition

Reports To: Program Director

FLSA Status: Exempt

Prepared By: Jeff Rogness

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Approved By: Jeff Rogness

Approved Date: 02/2025

SUMMARY

This position ensures high-quality meal production, strengthens food safety and sanitation practices, and provides on-site leadership coverage when supervisors are unavailable. This position supports program-wide efficiency, identifies operational needs, assists with onboarding new staff, and contributes to continuous improvement efforts across all locations

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports daily operations in all seven Semcac kitchens, providing regional coverage during staff shortages caused by vacations, illness, turnover, or emergencies.
- Supervises, coordinates, and actively participates in the preparation, cooking, service, and clean-up activities across multiple Senior Nutrition kitchens, ensuring consistency in quality and standards.
- Provides on-site leadership and serves as the lead staff member when supervisory personnel are absent, ensuring continuity of operations.
- Participates in hiring, training, mentoring, and supporting new cooks, substitutes, and kitchen personnel to strengthen skills, reinforce expectations, and ensure uniform adherence to food service standards.
- Participates in performance review processes giving critical feedback on performance of staff, drafting with program management and delivering reviews were appropriate.
- Uses predetermined menus, menu comments, and standardized recipes to prepare and cook meals, ensuring consistency and high-quality results across all sites.
- Monitor and directs staff and volunteers in food portioning, service methods, presentation standards, sanitation and cleaning procedures, food storage, supply needs, and adherence to program guidelines.
- Assists with developing, reviewing, and improving menus for Head Start, Senior Dining, and contract meals, offering input based on regional needs and kitchen capabilities.

- Documents operational concerns, provides real-time feedback, and support the Program Manager in monitoring performance expectations, will assist in delivering performance related documents and will assist with program management with terminations.
- Ensures compliance with local, state, and federal health, safety, and sanitation regulations across all assigned locations.
- Participates and assists in planning of staff meetings, mandatory training, and continuing education to maintain certifications and stay informed of program updates.
- Other duties as assigned not limited to food delivery or site management when needed.

SUPERVISORY RESPONSIBILITIES

The Floating Head Cook/Assistant Program Manager provides functional supervision and day-to-day leadership to kitchen staff, volunteers, and Experience Works participants across multiple sites. Responsibilities include directing daily workflow, providing on-site coaching, assigning tasks, supporting skill development, and ensuring adherence to food safety and sanitation standards. While the Floating Head Cook/Assistant Program Manager provides immediate leadership and operational direction, formal performance evaluations are completed by supervisory program staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TECHNOLOGY: Must be proficient in Microsoft Office, ability to learn and use online food ordering systems, and agency time-keeping software (Employee Web Service).

EDUCATION and/or EXPERIENCE: High school diploma or GED, Serv Safe certification and one year of related experience and/or training; or an equivalent combination of education and experience.

ACCOUNTABILITY: The employee is expected to demonstrate professionalism, strong communication, a positive attitude, and a commitment to teamwork. The position requires accuracy, cleanliness, strong attention to detail, and timely completion of assignments.

LANGUAGE SKILLS: Ability to read and interpret safety rules, operating instructions, and procedural manuals. Ability to write routine reports and communicate effectively with staff, volunteers, vendors, and community partners.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals. Ability to compute ratios and percentages.

REASONING ABILITY: Ability to apply common-sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to solve problems involving multiple variables in a standardized environment.

CERTIFICATES, LICENSES, REGISTRATIONS: Serve safe certificate required or willingness to obtain in the first 6 weeks. Must maintain a valid driver's license, an acceptable driving record, and the ability to safely operate a vehicle in all weather conditions.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, use hands and fingers to handle food, utensils, and equipment; talk, hear, taste, see, and smell. The employee frequently walks, pushes carts, and lifts items. The employee is occasionally required to sit, reach with hands and arms, climb, balance, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds.

WORK ENVIRONMENT

While performing the duties of this job, the employee is frequently exposed to high heat, hazardous chemicals, and commercial kitchen equipment such as meat slicers, knives, mixers, and grinders. The noise level is usually moderate. Some evening or weekend work may be required.

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