

Miracle Camp & Retreat Center

Dining Service Director



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Job Descriptions exist in writing to provide annual tangible outcomes and broad lanes of responsibility, allowing for clarity of goals and tasks for all MCRC team members. Employees are encouraged to regularly reference their written Job Description to remain on task throughout the year. Any questions about roles and responsibilities can be directed to your Direct Report.

Division: Experience Team

Reports to: Ministry Lead

Salary: Commensurate with experience

Classification: Full-Time, Salaried

Overview:

The Bible states in 1 Peter 2:5-9 that all believers are a holy priesthood chosen for a purpose: to offer up spiritual sacrifices (also see Hebrews 13:15-16), and to proclaim the praises of Him who called us (also see 1 Peter 4:1-11; Isaiah 43:7). Accordingly, by both life (1 Peter 2:5; Titus 2:11-14; Ephesians 2:10) and by word (1 Peter 2:9; 3:15; Psalm 100:2-3), our purpose is to worship and serve God. We do this by offering ourselves as living sacrifices (also see Romans 12:1-2) to God through the work He has entrusted us to do because our bodies are the temple of the Holy Spirit (1 Corinthians 6:19-20).

Therefore, every professing Christian represents Jesus Christ and is a minister of the Gospel, regardless of occupation or job title. Scripture has made clear that everything we do matters to God (1 Samuel 12:24; John 17:4) and that He wants us to use our lives to minister to others and bring glory to Jesus. Whether cleaning cottages, repairing vehicles, cooking food, answering phones, working with guest groups or teaching Bible studies, all Christians are Christ's ministers. Romans 12 states that we, as Christ's body, are to use our God-given gifts/talents as one unified team, knowing that we are all gifted with diverse abilities, and we are to use them to minister to others wholeheartedly.

With that as the foundation of Miracle Camp and Retreat Center (MCRC), the Dining Service Director will work to ensure the highest quality experience for our guests.

Position Summary

The Dining Service Director is responsible for the culinary aspect of all guest experiences at MCRC. The culinary arts provide hospitality, culture, and warmth to the guest experience. Annually, MCRC serves nearly 100,000 meals to guests of all ages. The dining experience is a huge part of offering gracious hospitality and affordable quality to our guests. We want to make sure that our meals are tasty, attractive, and nutritious. This position is responsible for building and leading a capable team of staff to deliver every meal and snack for every event throughout the year. The Dining Service Director is expected to find a balance in quality, offering meals that guests love at an efficient cost to MCRC, without sacrificing the overall satisfaction of the guests.

Desired Profile:

- Be a professing Christian who demonstrates growth as a disciple of Jesus Christ, in part through consistent involvement in a local church and regular study of God's Word.
- Eager to embrace your God-designed role as a minister of the Gospel.
- Willing and able to represent Fellowship of Evangelical Churches (FEC) & MCRC
- Willing and able to participate in and/or lead a Bible study/devotional
- Eager to be equipped to share the Gospel with any guest who needs to know the truth of salvation.
- Eager to participate in required ministry equipping sessions.
- Agree with and sign MCRC's Ministry Expectations.
- Willingness to abide by the policies for MCRC's staff.
- Be a self-starter, professional, energetic, detailed, ambitious and committed to the growth and development of MCRC.
- Have experience in and a heart for Christian hospitality.
- Be flexible and aware that MCRC's scheduled activities may be interrupted due to the needs of our guests.
- Have a servant's heart with a desire to part of a team ministry.
- Be willing to work days, evenings, and weekends to meet the needs of the ministry organization and our guests.

Job Responsibilities

- **25% - Meal Preparation and Serving**
 - Cook and lead the crew to serve meals hot and on time.
 - Make sure the presentation of the meal is of the highest quality and is attractive to guests.
 - Mobilize labor to manage line flow, dining room cleanliness, drink stations, and food.
 - Utilize meal preparation times to be a teaching kitchen and enriching work environment for young people.

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- Prepare any snacks needed for program groups or guest groups.
- **25% - Menu Creation, Ordering, and Inventory**
 - Create menus for all events referencing past menus, guest feedback, and the Experience Team opinions.
 - Manage and order inventory from the dining service provider with a goal to minimize spoilage yet maximize efficiency.
 - Prepare and manage food cost budget and inventory. Implement digital inventory and cost system.
 - Prepare metrics such as cost-per-meal and labor cost to analyze continuous improvement.
- **25% - Staff Management**
 - Recruit and maintain a staff roster of 25 skilled crew members.
 - Add a Crew Leader in 2019 and maintain a total of 2 going forward.
 - Conduct at regular intervals and annually in August training in guest services, kitchen skills, and MCRC mission/vision/values.
 - Schedule staff for shifts as needed in coordination with the Activities Director and manage kitchen staff payroll budget. Recruit interns and develop a staffing plan for summer 2019.
 - Execute written performance reviews for Crew Leads and any Crew members working outside the kitchen annually.
- **15% - Cleaning**
 - Oversee the maintaining of Dining Hall & Kitchen.
 - Ensure the kitchen is clean immediately following each shift.
 - Maintain and plan for growth in equipment, appliances, and tools.
 - Communicate with the Housekeeping and Maintenance department regarding the irregular and ongoing needs related to the bottom floor dining facilities.
- **10% - Waterfront**
 - Responsible for the maintenance and oversight of all waterfront activities.
 - Oversee the building and development of new waterfront equipment.
 - Manage safety inspections for all related equipment and keep all elements safe and in good repair.
 - Keep accurate logs of activity hour usage, staff training logs, and any other safety logs as required.
 - Manage Red Cross Lifeguard certifications for staff who serve as lifeguards.
 - Execute annual summer staff training and weekly inspection checkpoints during swim tests.

Work time is arranged by Direct Reports in the Office Team Calendar, where schedule requests, vacation time and other sick and personal time are recorded as used and allotted per the Employee Handbook. The camp “average” work week for the Experience Team can vary throughout the year, with a given range of 37-60 weekly hours, but should yearly average 45 hours per week. Please communicate with your Direct Report regularly as to the progress on your job description as well as any challenges staying within the work time expectations. If you have special needs we should be aware of to help you succeed; please notify your Direct Report.

Other Requirements

- **Living - Housing not available onsite**
- Travel requirements - Annual CCCA regional events and one additional Continuing Education or Spiritual Enrichment training.
- Work schedule - Extensive summer and weekend work is required.
- Must be able to lift up to 35lbs and occasionally 35-70lbs with assistance
- Must be able to push, bend, and twist
- Must be able to stand for long periods of time and work long shifts
- Must be available to be contacted by cell in case of emergency

Initial: _____

Qualifications: Background and Experience Required for This Position

- Beneficial spiritual gifts: Administration, leadership, serving, hospitality
- Education: Culinary related degree preferred.
- Experience: At least 5 years of ministry related experience preferred.
- Knowledge: Knowledge of Dining safety, commercial kitchen equipment, budget preparation, and inventory management
- Must have a thorough, self-disciplined personality that can keep many things organized.

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- Must be creative and innovative and willing to work with a team to accomplish the goals of the team.
- Must be an excellent leader who can motivate a team to accomplish projects and goals.
- Must have excellent problem-solving skills and be self-motivated.
- Must live a Christian life that is in agreement with the statement of faith of the Fellowship of Evangelical Churches.
- Is a person who is flexible to the ever-changing demands of a Christian camp and retreat center environment.

Performance Review Process

Annually, the Ministries Director will provide a 360-degree performance review of the Dining Service Director based on a set of core competencies with feedback from the Ministries Director, a self-evaluation, and feedback from any direct reports and co-workers as well. The results will be compiled by the Ministries Director and reviewed with the Dining Service Director, and the Ministries Director will provide feedback including recommendations for performance improvements.

The Core Competencies to be Evaluated for this position are:

- Work ethic, initiative, self-motivation
- Flexibility
- Godly character, growing spiritually, applies scripture to their life
- Committed to excellence, does their best
- Problem-solving, solution focused, can-do attitude
- Guest (customer) orientation, willing to serve
- Cultural fit, committed to unity, team player, able to communicate
- Humble, caring, gentle
- Resolute, able to make hard decisions and commit
- Able to delegate and trust, good at training/teaching/coaching
- Excellent at communication
- Results oriented, able to hold others accountable for results

I understand and agree to the qualifications, responsibilities, requirements, processes and expectations listed above:

Employee Signature: _____ Date: _____

This job description generally describes the duties, activities, responsibilities, and qualifications of employees assigned to this position; however, it can and should not be viewed as an exhaustive description of the functions and requirements of the position, which may change over time as business need and circumstances necessitate.