

**WAUSHARA COUNTY  
POSITION DESCRIPTION**

**TITLE:** Dining Center Manager

**LEVEL:** 2

**DEPARTMENT:** Department of Aging Services

**DATE:** 02/2010

**FUNCTION:**

Responsible for organizing and supervising the safe and sanitary service of meals and all other related nutrition program activities carried on at the senior dining center.

**MAJOR RESPONSIBILITIES:**

1. Greets and registers participants.
2. Submits a daily order for meals and necessary supplies.
3. Assures that the dining center is clean and set up according to program guidelines in a timely and organized manner.
4. Responsible for the proper and timely service of meals, assuring overall food presentation and quality.
5. Responsible for food safety activities such as testing and recording temperatures of food, and for washing utensils, dishes and surfaces and disposing of garbage appropriately.
6. Recruits, schedules, and instructs volunteers in various functions associated with the dining center operation and assures that proper sanitation guidelines are followed appropriately.
7. Performs outreach activities to recruit new participants to the dining center.
8. Schedules activities and special events throughout the year.
9. Maintains accurate records of required program data and submits to office in a timely fashion.
10. Counts and handles money received for meals and records and secures according to policy. Responsible for daily deposits including, for some dining centers, a daily deposit at the local bank.
11. Observes participants for possible problems, responds to emergencies, and reports incidents according to policy and in a timely fashion.
12. Observes and listens to the needs of participants, making appropriate referrals for assistance when appropriate and according to department policy.
13. Distributes Department's monthly newsletter to area businesses when assigned.
14. When assigned by program management, completes or assists with assessments for home-delivered meal participants.
15. Attends all assigned meetings and trainings.
16. Participates in special events and emergency preparedness efforts pertinent to dining center operations as directed by program management.
17. Maintains regular and predictable attendance.
18. Promote, get along, and work in harmonious relationship with others including but not limited to outside agencies and county departments.
19. Be able to perform duties, follow policy and procedures independent of direct supervision.
20. Performs other related job duties as assigned.

**WORKING ELEMENTS:**

A. Education, Training and Experience

Any combination of education, training, and experience which demonstrates the knowledge and skill to perform the duties and responsibilities as described, including one year of related food-handling experience.

Additionally desire experience in group leadership, volunteer management, first-aid/CPR training, and experience working with older adults.

## **Dining Center Manager**

### **Department of Aging**

#### **Page 2**

#### Education, Training and Experience (cont.)

Ability to become certified in Serving Safe Food required within 6 months of employment.

#### **B. Knowledge, Skills and Abilities**

Knowledge of or ability to learn through training, safe and sanitary processes for proper food service techniques.

Ability to respond appropriately to emergency situations and to learn and use defibrillators where present.

Ability to work with an older adult population. Ability to be creative with activities and special events and skilled at motivating attendees to participate.

Demonstrated ability to recruit and manage volunteers.

Problem solving abilities.

Warm, non-judgmental personality and ability to exhibit patience and tact in relating to program participants.

Ability to work as a team player with department staff to meet program goals as identified by program management.

Ability to maintain confidentiality of program participants.

Ability to count and perform basic math as well as the ability to communicate both verbally and in written format.

Must have a Wisconsin driver's license or the ability to attend meetings, trainings, and other Department assigned events.

#### **C. Responsibility and Authority**

Responsibility and authority are commensurate with the major responsibilities as delineated herein and assigned by Waushara County Department of Aging Services. All congregate dining centers shall be supervised by a designated dining center manager, who is responsible to the nutrition program manger.

#### **D. Working Conditions**

Approximately 90% standing; bending, stooping, reaching and lifting required; limited travel. May be required to rotate to any Department Dining Center as need and assigned by program management.

Dining Center hours are currently 10:30 a.m. to 1:30 p.m. for union sites and 11 a.m. to 1 p.m. for non-union sites. Each Dining Center is unique to the number of days it is open each week. Some flexibility to normal work hours to accommodate special event programming.