



239 West 49<sup>th</sup> Str.  
New York, NY 10019  
212-581-2910

**Job Title:** Culinary Services Manager  
**Job Status:** Full Time  
**Job Hours:** 35 hours per week  
**Supervisor:** Senior Director of Operations  
**Location:** Midtown Manhattan  
**Compensation:** Commensurate with Experience

**About Encore:** How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a "no wrong door approach" to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. The organization is working to build off a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York's diverse and vibrant senior community.

**About Position:** This is a rare opportunity to lead the culinary services Team at one of New York City's most well-respected aging services nonprofits. Encore is the lead HDM agency for the city of New York on the West Side of Manhattan, preparing and serving close to half a million meals a year. Under the immediate supervision of the Chief Operating Officer, the Culinary Services Manager is responsible for overseeing the safe, high quality preparation of all congregate and home delivered meals. He/She is responsible for adhering to all NYC Department for the Aging (DFTA) and Department of Health (DOH) guidelines and regulations in nutrition standards and food handling. Supervises and delegates tasks to the Head Chef and oversees ongoing food preparation and safety training for the entire kitchen staff. The Culinary Services Manager will oversee all aspects of the food and nutrition operation at Encore in addition to serving as a key member of Encore's senior management team.

**Job Responsibilities:**

- Oversee the day-to-day operations of Encore's Food Service Program within budgeted guidelines and to the highest safety and quality standards;
- Supervise, coordinate and train kitchen and maintenance staff including student interns, community service workers, youth workers, and volunteers;
- Plan, coordinate and direct purchasing, food planning, preparation and serving, inventory, of cleaning and maintenance supplies.
- Periodically review contracts and negotiate with vendors to secure the best rates
- Ensure and verify receiving, proper storage & rotation of all food and supply deliveries
- Oversee proper portioning, plating and service of all menu items for congregate meal service, according to serving sizes specified on menus and recipes.

- Oversight of sanitary standards in the preparation areas, kitchen, serving and dining areas
- Maintain required records including food production and purchasing, food & equipment inventory and food safety and temperature logs.
- Conduct quarterly quality assurance visits to Encore's caterer to ensure that they are adhering to the nutrition, safety, and food standards set by DFTA and DOHMH.
- Maintain food cost control through careful purchasing, record keeping and inventory.
- Monitor and maintain quality food preparation methods, portion sizes, and presentation
- Maintain an up-to-date recipe book and create and submit all menus and recipes to DFTA for approval
- Monitor client feedback and preferences and respond proactively through menu and recipe adjustments
- Work closely with the HDM Operations Manager on production schedule, packaging and meal delivery standards and procedures
- Facilitate the Client Nutrition Committee by holding monthly meetings to review menus, surveys and member feedback
- Perform a weekly safety check of all kitchen, refrigeration and storeroom equipment including full compliance with safety codes
- Work with Facilities and IT manager to schedule equipment maintenance and repairs, and services such as waste removal and pest control
- Review, approve and submit payroll on a bi-weekly basis
- Assist with any job-related tasks, including but not limited to- receiving and storage of food and supplies, kitchen set-up and break-down, recipe scaling, food preparation, packing, serving, cleaning, dishes, etc.

**Job Qualifications:**

- Bachelor's Degree with major course work in food service, nutrition or institutional management OR a minimum of five years of full-time management experience in the food service industry. Other education and work experience combinations will be considered;
- Food Handlers Certificate;
- Strong understanding of good food safety practices;
- Strong cooking ability, with understanding of all basic cooking techniques;
- Strong leadership and teaching skills;
- Ability to lead, direct and inspire a food service team;
- Ability to use basic kitchen utensils and equipment;
- Ability to follow recipes and use basic math to determine preparation quantities
- Good verbal and communication skills (bilingual preferred);
- Well versed in DFTA/DOHMH/RDA food standards and regulations (preferred), or the ability to learn and adhere to these standards;
- Basic computer literacy, including Microsoft and Google programs;
- Ability to be flexible and to handle events or emergencies that may require a change in hours or procedures;
- Ability to be work well under pressure and delegate tasks;
- Ability to work well with others in a team environment

**Physical Requirements:**



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- Ability to lift and carry heavy objects up to 50 pounds;
- Ability to stand for long periods of time

How to apply: Email resume and cover letter with salary requirements to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate **“Culinary Services Manager.”**

*Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.*