

JOB DESCRIPTION



JOB TITLE: Culinary Experience Manager

SUPERVISOR: Volunteer & Operations Manager

CLASSIFICATION: Non-Exempt, Full-Time (40 Hours Per Week)

POSITION SUMMARY: The Culinary Experience Manager is responsible for the execution and administrative management of Ronald McDonald House Charities of Central PA's daily meal and Guest Chef programs, serving 50–75 guests per meal in our 36-bedroom House. This role combines hands-on culinary leadership (including menu development, meal preparation, and volunteer instruction) with the structured administration of a funded food service program.

In addition to cooking and teaching, this position is responsible for the administrative systems required to sustain program quality, safety, and funding viability. Success in this role requires a highly organized, system-driven professional who can balance daily execution with long-term program sustainability goals.

This is a relationship-focused role that works directly with volunteers, donors, and guest families and provides daily instruction and oversight to volunteer groups. While the position has no direct reports, it exercises leadership through guidance, accountability, and adherence to established standards and procedures.

JOB RESPONSIBILITIES:

Culinary, Volunteer & Program Leadership

- Develop and execute a safe and healthy food service program with 75% scratch cooking that delivers quality, variety, and value for RMHC-CP families
- Create and execute menus that reflect cultural diversity, dietary restrictions, and special needs using donated and purchased foods
- Provide hands-on instruction, guidance, and oversight to volunteer groups participating in the Guest Chef Program, ensuring safe and meaningful experiences
- Communicate proactively with volunteers participating in all meal programs (Guest Chef, Meals from the Heart, Baking, and other opportunities) to ensure clarity, support, and adherence to program requirements
- Create specialized menus and culinary experiences for holidays and special events to provide memorable experiences for guest families
- Promptly investigate and resolve complaints regarding food quality or safety concerns
- Build and maintain relationships with local businesses, community organizations, and repeat volunteer teams to increase program participation and philanthropic support
- Collaborate with Development and Marketing teams to highlight Guest Chef and meal programs, converting volunteer participation into long-term support and donations
- Design and implement initiatives that increase volunteer retention, community engagement, and program visibility

Administrative Program Management & Compliance

- Maintain an organized inventory and supply system; order, receive, and track food and supplies to minimize waste, using first-in/first-out (FIFO) practices

- Track and analyze food waste, nutrition, and program metrics to support operational decisions and funding sustainability
- Ensure compliance with all local, state, and federal food safety regulations; maintain ServSafe certification and all required documentation
- Assist in providing accurate data and documentation for internal review, partner agencies, and grant funder reports
- Forecast program needs, recommend equipment or capital expenditures, and implement improvements to kitchen systems and processes
- Collaborate with Facilities, Operations, and Marketing teams to ensure kitchen equipment maintenance and program visibility
- Participate in continuous professional development to stay current with culinary trends, food safety, and program best practices

Additional duties related to organizational operations may be assigned.

SUCCESS IN THIS ROLE:

Success in the Culinary Experience Manager role is measured by a balance of hands-on culinary execution, volunteer engagement, administrative accuracy, and program sustainability. Key indicators include:

- **Meal Quality & Guest Experience:** Nutritious, well-balanced, and culturally responsive meals that meet guest family needs; volunteers feel supported and meaningfully engaged.
- **Administrative Excellence:** Inventory, ordering, waste tracking, nutrition data, and compliance records are timely, accurate, and audit-ready, with consistent reporting for internal and grant requirements.
- **Community Engagement & Sustainability:** Volunteer groups, local businesses, and community partners are engaged and return regularly. Volunteer participation is converted into ongoing support for the program, contributing to the long-term sustainability of this grant-funded role.
- **Operational Leadership:** Efficient kitchen operations, well-maintained equipment, and proactive collaboration across Facilities, Operations, Development, and Marketing.
- **Professional Growth & Collaboration:** Continuous improvement in culinary and leadership skills while contributing positively to RMHC-CP's mission and workplace culture.

WORK ENVIRONMENT:

We seek qualified, enthusiastic candidates with a variety of backgrounds and professional experiences to broaden our team. At all levels, everyone gets involved and pitches in to get the work done. Teamwork is what we are made of! We operate in a professional environment with a servant leadership attitude.

In conjunction with certain work functions, the employee:

- Must be able to sit, stand, reach, bend, kneel, climb, push and pull items weighing up to 50 lbs, and work on feet for extended periods of time (6+ hours).

QUALIFICATIONS:

Administrative & Program Management Skills

- Demonstrated ability to manage inventory systems, food ordering, and supply tracking
- Experience maintaining accurate documentation, logs, and records in a regulated environment
- Strong attention to detail, including food waste tracking, nutrition data, and compliance documentation
- Excellent organizational and time-management skills; able to balance daily operations with planning and reporting responsibilities

- Able to work independently with accountability for program metrics, deadlines, and documentation
- Computer proficiency, including Excel, Outlook, and Word; ability to learn new tracking or reporting systems
- Ability to contribute to the long-term growth and sustainability of a grant-funded program transitioning to community-supported funding
- Ability to think creatively while operating within established systems, budgets, and compliance requirements
- Comfort being evaluated on both program outcomes and administrative accuracy

Culinary & Volunteer Management

- Minimum of 5 years of professional culinary experience; culinary degree or diploma preferred
- Experience with menu planning and execution, including scratch cooking and batch meal preparation
- Demonstrated ability to create menus that address nutrition, dietary restrictions, cultural diversity, and special needs
- Strong knowledge of food safety, sanitation, and kitchen best practices
- ServSafe Manager Certification (or willingness to obtain promptly)
- Comfortable instructing, guiding, and supervising volunteer groups in a kitchen setting
- Strong interpersonal and communication skills when working with volunteers, donors, and guest families
- Experience building positive relationships with community groups, local businesses, or repeat volunteers

Professional Standards & Requirements

- Passion for and commitment to the RMHC-CP mission and values
- Demonstrates respect for colleagues, volunteers, donors, and guest families
- Demonstrates and supports a diverse and inclusive culture
- Ability to maintain a consistent work schedule and coordinate coverage in advance
- Clean PA State Police, PA ChildLine, and FBI Fingerprinting clearances required
- Valid driver's license and reliable transportation

SALARY RANGE: \$22-\$24/hour

Apply online: <https://www.rmhc-centralpa.org/who-we-are/careers/>

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