Senior Director, Food Services

Reports to: Chief Executive Officer

Supervisory Responsibility: Head Chef and designated kitchen and driver leads

Position Classification: Full Time, Exempt

Position Description:
Reporting to the Chief Executive Officer, the Senior Director serves on the senior leadership team and leads food production, kitchen staffing, food safety, purchasing, and the operating budget. The director works with the Head Chef to deliver safe, nutritious meals on schedule and with the COO and Programs team to coordinate the handoff to volunteer delivery. The director also oversees kitchen drivers and social enterprise partner deliveries, partner account service, and maintenance of kitchen equipment and assigned vehicles.

Position Skills & Qualifications:
- Five or more years of progressively responsible leadership in high-volume food service, with direct accountability for staffing, food safety, production, and an operating budget.
- Experience in institutional dining, healthcare, senior living, commissary or prepared-meal production, contract food service, or a comparable central kitchen. Experience with therapeutic diets and multiple meal formats is preferred.
- Demonstrated ability to manage vendors, inventory, labor, and food costs. Experience with catering or contract meal services, account costing, and client relationships is preferred.
- Bachelor's degree or equivalent relevant experience in food service management, hospitality, culinary management, or a related field, ServSafe Manager or an equivalent food protection manager credential required by start date.
- Commitment to the dignity and independence of older adults and homebound neighbors. Bilingual English and Spanish preferred.

Duties & Responsibilities:

Meal Production Food Safety and Delivery
- Oversee production forecasting, menu and recipe development, purchasing, receiving, inventory, portioning, packaging, and dispatch for hot, frozen, and partner meals. Coordinate nutritional analysis and therapeutic menu approval with the designated nutrition professional.
- Maintain inspection readiness and oversee food safety training, certifications, temperature logs, sanitation, labeling, and corrective actions. Ensure food safety and maintain response plans for interruptions in staffing, equipment, or supply.
- Set dispatch cutoffs and escalation procedures with Programs and Operations. Oversee kitchen driver coverage and partner deliveries. Maintain a weekend on-call rotation for partner account issues.
- Oversee preventive maintenance for kitchen equipment and assigned fleet vehicles. Coordinate facility repairs and capital needs with Operations.

Financial Performance and Partner Service

- Develop and manage the annual kitchen budget with Finance. Forecast labor and purchasing needs and monitor food cost per meal, labor, inventory, and waste.
- Maintain vendor and partner relationships, resolve service issues, and ensure partner production and billing records reach Accounts Receivable accurately and on time.
- Review account-level costs and contribution with Finance. Recommend pricing, contract renewals, and new business based on margin, service commitments, and kitchen capacity.

Team Leadership and Organizational Integration

- Lead and coach the Head Chef and designated kitchen and driver leads. Set expectations for daily production, hiring, scheduling, training, performance reviews, and cross-training. Provide hands-on support when production requires it.
- Coordinate Hands On Tampa Bay volunteers, AARP and community-service placements.
- Support organizational events with food preparation and staffing as needed.
- Work with senior leadership on service expansion and capital planning. Report regularly on meal volumes, on-time dispatch, food safety, cost per meal, labor, waste, and partner account performance.

Brand Awareness and Community Engagement

- Partner with the CEO, philanthropy and communications teams to build awareness of Meals On Wheels of Tampa and show how the kitchen helps older adults and homebound neighbors age with dignity and independence.
- Serve as a spokesperson on food services. Represent Meals On Wheels of Tampa at community and industry events and participate in media interviews, demonstrations, and presentations in coordination with the communications team.
- Host kitchen tours for donors, volunteers, community partners, and other guests. Show how meals are prepared and how the commercial kitchen supports the mission, while protecting food safety and keeping production on schedule.