



GRACE MGMT INC.
A CPF LIVING COMPANY

JOB DESCRIPTION
Grace Management, Inc.

Position: National Director of Dining Services Operations

Reports to: Senior Vice President of Operations

Summary of Duties

The primary responsibility of the National Director of Dining Services Operations is to support communities in their efforts to implement and execute company-wide strategy for food, nutrition, hospitality services, and regulatory compliance in independent living, assisted living, and memory care environments across multiple states. Ensures Dining Service excellence as the standard, where outcomes and accountability are paramount. Must desire to work with seniors.

Essential Functions

- Demonstrates support of the Grace Management mission (by actions and attitude), policies and procedures, and assures consistent compliance.
- Provides strategic direction and oversight for the Dining Services Departments and Dining Services Directors/Leaders to optimize department performance.
- Regularly visits communities to observe and assist with operational efficiency, communicate objectives, and audit quality of food and service provided to residents.
- Collaborates with Executive Directors with onboarding and training all new Dining Service Directors/Managers/Executive Chefs to Grace Management menu programs, policies, procedures, and standards.
- Maintains clear understanding of HACCP; State and Federal guidelines and regulations for all states Grace Management operates.
- Participates in the development and training of all dining service associates as needed by providing in-service presentations that include but not limited to, technique, approved procedures, regulations, company policies, front of house service standards, and resident care as it relates to dining services.



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- Ensure Dining Services Directors/Leaders collaborate with Executive Directors to develop action plans/steps that address concerns, correct problems, and/or implement new or changed procedures.
- Assesses dining service associate skills and performance during community visits.
- Reports findings and provides recommendations to Executive Director and Dining Service Director/Leader upon leaving the community.
- Establishes and maintains relationships with all vendors (food and food supply) for the Navigator and DSSI programs.
- Oversees and writes (if necessary) all menus for independent, assisted living, and memory care by means of Grove Menu System.
- Reviews, negotiates (when needed), and approves all items placed on corporate (managed) order guides.
- Performs regular sanitation audits to ensure all communities are meeting all state standards and regulatory requirements.
- Responsible for ensuring compliance of 95% or greater compliance for ordering in all communities (MOG).
- Regularly assists and works closely with all Regional Directors of Operations to ensure all budgetary goals for dining service are met (PRD) while maintaining all Grace Management standards and programming.
- Meets regularly with SVP to examine and ensure dining service operations are on target; identifying and evaluating areas of concern and success.
- Prepares monthly financial analysis for all Grace Management communities including, but not limited to Raw Food Cost, Food Cost PRD, Supplies, and overall GPO Vendor Compliance.

Non-Essential Functions

- Holds periodic calls/webinars (minimum quarterly) with Dining Service Directors/Leaders to provide education, training, and Grace Management company information.
- Demonstrates an appreciation of the heritage, values and wisdom of the residents, and an understanding of the aging process.
- Collaborates with associates in other departments to assure necessary care and services are provided.
- Participates in projects or committees, as assigned.
- Performs other duties as requested.



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Knowledge, Skills, Abilities, and Experience

- Bachelor's Degree in Business Administration or related field degree; Master's Degree in Business preferred.
- Culinary Certificate or higher.
- Ten years supervisory experience in the food and beverage industry with expertise with front and back of the house.
- Seven years of multi-site experience in a related field.
- Serv Safe Instructor Certification, preferred.
- Valid Driver's License and a driving record that meets the requirements of Grace Management insurance carrier.
- Ability to accomplish goals and tasks by motivating others.
- Ability to read, write, and speak English.
- Computer proficiency in Microsoft Office and the ability to learn new applications.
- Solid ability to interact and build relationships.
- Excellent communication and customer service skills.
- Demonstrate competence in oral and written communication.
- Must be organized, attentive to detail, and possess a positive, friendly, and professional demeanor.
- Must possess a high degree of interpersonal skills and capability of relating to a variety of people and personalities. Considerable initiative, judgment, and leadership skill are also required.
- Must possess strong organizational and time-management skills.
- Must be flexible with changing priorities and able to communicate in a diplomatic and professional manner.
- Must be able to travel regularly and overnight.
- Be in good physical health and free of communicable diseases.
- Physical requirements include bending, standing, lifting, stooping, sitting, walking, stretching, and ability to lift/carry up to 40 pounds.
- Completion of drug testing and criminal record background check upon hire and upon request of supervisor.
- Adhere to and carry out all policies and procedures.