



## FLETCHER PARK INN

A Ministry of FAI

### Overview of Role

<u>Position:</u>	FPI Foodservice Director	<u>Department:</u>	Fletcher Park Inn Foodservice
<u>Class:</u>	FT Class 2	<u>Wage:</u>	\$20-\$23/hr. DOE
<u>Status:</u>	Hourly Non-Exempt	<u>Reports to:</u>	Director of Fletcher Park Inn
<u>Notes:</u>		<u>Revised:</u>	05/05/2025

#### **Our Mission:**

*We are a community of believers operating schools, ministries, and businesses in harmony to educate youth to have a transforming influence on the world as disciples of Christ.*

#### **Our Vision:**

*To graduate students with the highest standard of intellectual and moral culture and thus be the leading sustainable educational model and resource for Christian leaders.*

#### **Fletcher Park Inn's Mission:**

*To be a friendly and caring independent retirement community while supporting Christian education at Fletcher Academy.*

#### **Why (Supports Mission & Vision in the following ways):**

- Fletcher Park Inn is a place to “Live with Purpose” in a Christian independent retirement living community near to vibrant church congregations, a large AdventHealth community presence (including an adjacent regional hospital) and the Fletcher Academy Campus, offering physical, mental, social, and spiritual Food for Life. We desire a community of residents who are engaged stakeholders and where each resident is able to fulfill a greater purpose by being a part of the mission of our ministries. The community itself should be a haven which provides safe, affordable, attractive spaces and offer exceptional value and amenities to residents that support body, mind, and spirit by offering a fulfilling, peaceful, and compelling place to visit, spend time, and call home during a special part of life.
- Fletcher Park Inn also provides many student job opportunities, which are a vital part of a Fletcher Academy education, featuring an integrated work-study program as an essential

component of its curriculum. Students work nearly everywhere on our campus, building practical skills and developing a strong work ethic as they are trained and mentored by caring, knowledgeable, patient, and kind supervisors who help to encourage each student on their teams to *"Find your Purpose."*

- Fletcher Park Inn is home to our residents during a special time of life. The dining experiences offered at the clubhouse are one of the critical "touchpoints" and offer an opportunity to demonstrate our Seventh-day Adventist Christian values in tangible ways. Our Food Service Director runs their own important part of our ministry, not only in providing nutritious, health-conscious, and appealing meals which meet with appreciation from those being served, but also in being a leader/mentor in the student work program and a caring heart for residents' needs and desires. The right fit for this role will have a strong desire to serve our Creator God, serious leadership ability, strong organizational skills, can be authoritative while still inspiring trust and encouraging relationship, display tireless diligence and patience, have a "teaching" spirit, and an eye for presentation and aesthetics, to show care in preparation, culinary talent, maintain cleanliness, and pay uncommon attention to detail. A Christlike love of people of all ages and walks of life is a must, as well as respect of our residents' preferences for their nutritional sustenance and enjoyment, and a passion for working alongside young people.

#### **How (Essential Duties and Responsibilities):**

- **Responsible** for leading the Food Services team, providing varied healthy meals of impressive and consistent quality in a clean, organized, friendly, and safe service environment, building relationships, helping students and others develop practical life skills, and creating unexpectedly extraordinary dining experiences which provide for a physical need while showcasing the important role of service in our schools, businesses, and ministries.
- **Encourages** residents to try new menu items while keeping time-honored favorites close at hand, and supporting dietary choices that are in harmony with the principles of a Seventh-day Adventist Christian diet as part of *"Living the way God designed."*
- **Delegates** authority and responsibility, intentionally **develops** and **coaches** other adult supervisory staff with the goal of growing their capabilities and effectiveness as FA work-study program supervisors.
- **Identifies, trains, and evaluates** emergent leaders in the student work-study program by implementing and continually improving the Student Crew Leader program.
- **Ensures** compliance with relevant NCDOL Youth Employment guidelines.
- **Communicates** needed work orders to Plant Services and Information Technology departments.
- **Champions** Fletcher Academy and Fletcher Park Inn standards pertaining to conduct upholding Student Handbook guidelines (dress code, disciplinary issues, etc.)
- **Follows** opening and closing procedures as required on designated shifts to maintain the security of the facility.
- **Collaborates** with the Fletcher Academy Farm Director to plan and utilize student-grown produce in meals when available, promoting the Farm's content by identifying the local sourcing of items provided by the Farm whenever possible.
- **Performs** as a working supervisor in leading by example, demonstrating proper cooking, serving, and cleaning techniques while mentoring student workers in these and related tasks.
- **Maintains** standards of work, sanitation, and safety, ensuring that food items are properly shipped, received, stored, cooked, and served in a safe, sanitary, and timely fashion.
- **Estimates** appropriate quantities of food and the number of student workers required to prepare and serve food versus utilizing their labor to clean the facility.

- **Utilizes** commercial food service cooking / baking / dish room equipment and upholds NCDOL Youth Employment Restrictions pertaining to its usage. In addition, utilizes available food stock in order to efficiently and effectively follow menus, plan, prepare, execute, serve, clean up, and coach student worker team(s) to deliver meal experiences to a standard of excellence.
- **Displays** genuine customer service skills and shows care for the needs and desires of others, working with the Director of FPI and others to address feedback related to food.
- **Communicates** routinely with the Director of FPI regarding issues affecting areas of responsibility, and shares ideas for improvements for further consideration.
- **Plans** and **executes** to provide special meals in support of various Fletcher Park Inn community and FAI Ministries events as needed (subject to availability).

#### **What (Qualifications):**

- Must have significant leadership experience in a restaurant / commercial and/or institutional food service environment, to include demonstrated capabilities and positive record of service.
- Servsafe qualified with current certification (or ability to obtain within 90 days of hire).
- Effectively communicates both verbally and written (required to be fluent in English; bi-lingual is a plus, but not required).
- Lifting requirements < 50 lbs.
- May sit, stand, walk, swim, or perform manual physical labor of varying intensity for extended periods.
- May require stooping, bending, standing, crouching, and a moderate - high level of physical dexterity with moderate - high level of physical exertion.
- May work a flexible schedule, including some evenings, weekends, early mornings, etc. and be available to provide schedule coverage on behalf of direct reports when necessary.
- Must have a sincerely expressed desire to serve Christ, demonstrated by living and promoting the values thereof, and a willingness to be part of a dynamic, diverse team serving in a drug/alcohol/tobacco-free campus workplace environment.

#### **Who (Reports to / Supervises):**

- Reports to the Director of Fletcher Park Inn; may supervise adults, student workers, and/or volunteers simultaneously..

#### **Expectations:**

- The mission drives everything we do; students and residents are central to that.
- We collaborate with team members to put the best of the organization first.
- We are supportive of others and open to their ideas.
- We focus on God and work towards unity.
- We take responsibility and initiative in a timely fashion.
- We thank volunteers and donors at every opportunity.
- We bring our best effort, no excuses.
- We operate with grace, flexibility, respect, professionalism, excitement, and energy.
- We identify and fill unmet needs.
- We communicate, regularly talking in person or calling team members.