

Food Service Assistant

Pay Range: \$ 75,000 - \$80,000

Company Overview

Community Teamwork is a private non-profit organization located in Lowell MA. We employ over 600 employees and are a catalyst for social change. We leverage our programs, our partnerships, and our collective voice to foster equity, compassion, and community engagement by creating housing, education, and economic opportunities.

Position Summary:

The Food Service/Nutrition Services Manager provides leadership and oversight for Community Teamwork's nutrition and food service operations across the Child & Family Services and Housing & Homeless Services divisions. This position is responsible for ensuring the delivery of safe, nutritious, culturally responsive meals and snacks to children, families, and adults while maintaining compliance with all applicable federal, state, local regulations, funding mandates, and agency policies.

The Food Service/Nutrition Services Manager provides strategic direction for nutrition services through oversight of food production, menu planning, procurement, inventory management, budgeting, staff supervision, quality assurance, and continuous quality improvement. Working collaboratively with agency leadership and program teams, this position ensures efficient, fiscally responsible operations that support the health, wellness, and nutritional needs of the diverse populations served by Community Teamwork

Essential Functions and Responsibilities:

Leadership and Operations

1. Provide leadership and oversight of nutrition and food service operations across the Child & Family Services and Housing & Homeless Services divisions, ensuring consistent, high-quality service delivery that supports the nutritional needs of children, families, and adults.
2. Develop and implement department goals, policies, standardized operating procedures, and continuous quality improvement initiatives.
3. Regulatory Compliance and Quality Assurance
4. Ensure compliance with all applicable federal, state, and local regulations, local Boards of Health, and agency policies.
5. Oversee monitoring activities, audits, inspections, required documentation, corrective action plans, and quality assurance systems.

Nutrition & Food Service Management

1. Oversee menu planning, food production, procurement, inventory management, meal distribution, and food safety practices to ensure nutritious, culturally responsive, and regulatory-compliant meal service.
2. Ensure appropriate meal accommodations for allergies, medical diets, and other specialized nutritional needs.
3. 4. Financial & Resource Management
4. Develop and manage departmental budgets, purchasing, vendor contracts, and inventory while monitoring expenditures and implementing cost-effective practices that maintain high-quality service.

Staff Leadership & Development

1. Recruit, supervise, coach, and evaluate nutrition services staff while fostering a culture of collaboration, accountability, professional development, and exceptional customer service.

Collaboration & Strategic Partnerships

1. Partner with agency leadership, program staff, regulatory agencies, vendors, and community partners to support program operations, respond to changing service needs, and advance Community Teamwork's mission and strategic priorities.
2. Uphold the values of CTI – Equity, Integrity, Compassion.

The duties listed above are representative of the work performed. Other related duties may be assigned.

Qualifications:

1. 5+ years of prior kitchen experience or food services experience
2. HS degree or Equivalent
3. Desire to work with low-income, culturally diverse, and at-risk individuals and families.
4. Excellent Customer Service, Organizational, interpersonal, oral, and written communication skills
5. Ability to manage multiple priorities and work in a fast-paced environment.
6. Proficient computer skills required in basic computer software and data collection.
7. Ability to pass background check which includes fingerprinting.
8. Must be able to show proof of recent physical and MMR immunity.
9. Excellent crisis management skills
10. Good attention to detail
11. Good working knowledge of community resources for low-income individual and families.

Preferred Qualifications:

1. Prior supervisory experience

2. Bilingual skills (English/Spanish, English/Khmer English/Portuguese)

Compensation and Benefits:

At Community Teamwork, our employees enjoy best-in-class benefits to support their physical, financial, and emotional wellness. We offer:

- 4 Weeks of Paid Time Off - Paid Sick Leave - 12 paid holidays.
- Medical, Dental, and Vision Insurance - Company Paid Life Insurance – Critical Illness Insurance-Pet Insurance
- Tuition Reimbursement - Career Advancement and Professional Development Opportunities
- 5% employer contribution to your 401K retirement account after 6 months of employment
- Great co-workers and a great mission with an outstanding Community Action offering a chance to help make a real difference in the lives of those we serve.

The base salary range represents the Agency's good-faith estimate of the compensation for this role at the time of posting. Actual compensation within the range will be based on factors such as experience, skills, and qualifications.

Equal Opportunity Employer – Vets/Disabled

This is an exciting opportunity to become an integral member of an innovative team in an organization committed to excellence.