



**Ronald McDonald
House Charities®**
Bay Area

Meal Program Associate Mission Bay, San Francisco

WHO WE ARE

Ronald McDonald House Charities Bay Area (“the Charities”) creates a supportive community for families of children receiving essential pediatric health care at local partner hospitals. The newly established Bay Area regional chapter provides comprehensive programming and services for families and improves access to care through Ronald McDonald House at Stanford, Ronald McDonald House of San Francisco and two Ronald McDonald House Care Mobiles in Contra Costa and Santa Clara counties.

ABOUT THE POSITION

RMHS is looking for a charismatic, detail-oriented, high energy Meal Program Associate and Guest Services Associate to prepare and serve dinner on Sundays and Mondays as well as assist with GSA day, swing and overnight shifts as need (about 1-2 shifts a week). If you are a people-first, mission-driven foodie, please read on! This fun, fast-paced role may be an ideal fit!

Responsibilities of a Meal Program Associate include the following:

- Preparing and serving dinner on Sundays and Monday evenings
- Occasionally guiding volunteer groups through meal preparation and breakdown procedures
- Commercial kitchen management and inventory.
- This is a relationship-focused role. The ideal candidate will work directly with Guest Services Associates, volunteers and families which requires the ability to interact in a thoughtful, energized and forward-thinking manner.
- Preferred candidates are multifaceted operators – creative, self-starter, charming, outgoing, socially sensitive, flexible, organized, patient, team-oriented and imaginative with a knack for both detail and spontaneity.

The Meal Program Associate role offers an excellent opportunity to build direct customer service and volunteer management skills in a challenging, changing environment.

Meal management is vital to meeting the needs of our families. Our guests spend long hours at local hospitals and a warm dinner is a welcome distraction from a child’s complex medical treatments.

Duties and Responsibilities

- Prepare and serve dinner for 80 people on Sundays and Mondays
- Manage kitchen volunteers
- Work closely with the GSA on duty to provide the best meal experience for families
- Work remotely with the Meal Program Coordinator (who works Tuesday – Saturday) to ensure meal preparation details are communicated
- Provide an optimal volunteer experience for corporate and community volunteer groups through precision meal planning and execution, attention to detail, and excellent engagement, leadership and customer service skills



Donald McDonald

- Supervise and facilitate the meal provision cycle including: menu selection and/or
- Serve as House Ambassador to volunteer groups by providing tours, being an “expert” on the mission and deepening important relationships with volunteer groups
- Procure meal ingredients, kitchen supplies and other food (when needed)
- Manage inventory and stocking of pantry, kitchen and supplies (when needed)
- Manage daily kitchen volunteers by providing tasks to have dinner ready on time
- Ensure that commercial kitchen meets all health code requirements

QUALIFICATIONS AND PREREQUISITES

EDUCATION:

- High school diploma

PRIOR WORK EXPERIENCE

- Previous office and customer service experience
- Previous experience in the food industry and/or familiarity with cooking
- Experience working with volunteer groups or personal volunteer experience
- Interest in working with families and children
- Experience working with diverse populations
- Spanish-speakers a plus

Job Type: Part-time

Please send resume and cover letter to christy.golshan@rmhcbayarea.org