

Catering Operations Lead

Do you have catering or food preparation experience? Are you cool as cucumber under pressure, have the ability to manage many balls, and work with a diverse group to produce a memorable tasty experience? Then WE WANT YOU!!

Mindful Mango Catering has become the official caterer for the Nova Scotia Health Authority and wants to be the premier catering option for Halifax Regional Municipality. Mindful Mango Catering is a social enterprise program under Partners for Care working in partnership with Connection Halifax, a NSHA mental health program, which provides on-the-job training for clients living with mental health issues.

The **Catering Operations Lead** is responsible for overseeing all catering business practices including accepting, organizing and supporting completion of catering orders. This role will also require managing and delegation of tasks to a team of staff including individuals enrolled in the training program (trainees) monitor and maintenance of Catertrax system, and oversee all presentation standards and deliverables for prompt and on- time delivery for all catering customers.

Role Accountabilities:

- Monitor and oversee incoming catering orders via Catertrax system and communicate with clients directly to ensure all catering requests are met
- Oversee and manage kitchen staff to meet the demands of catering orders
- Delegate tasks to ensure all catering needs are met in fast-paced environment
- Uphold catering kitchen and presentation standards
- Maintain good relationships with catering clientele, utilize professional networking skills & follow up with clients on all requests
- Provide support and mentorship to trainees when fulfilling catering orders to build valuable skills and experience related to the food and catering
- Be a strong team player and willing to accept new trainees on a regular basis, collaborate with all people involved in both supportive employment and catering processes including *Partners-for-Care*, *Connections Halifax* and other mental health or community organizations.

Role Requirements:

- Customer service orientation
- Technical skills including website administration, knowledge of graphic design programs and customer online ordering systems and Proficient in Microsoft Outlook, Excel, and Word
- Minimum of 3 years' experience in the food industry, as a Caterer, Chef, or Sous Chef
- Experience working with people with disabilities or open and willing to receive training to do so
- Up-to-date Food Handlers and First Aid certificates required
- Strong communication, time management and interpersonal skills
- Experience in people management and motivating employees for success
- Able to think on your feet, decision-making initiative and maintain a sense of calm under pressure
- Ability to maintain strict kitchen standards with respect to food handling, cleanliness and safety
- Utilize patience, understanding and compassion when interacting with all team members.
- Flexibility of mind and ability to work with varied levels of skillset and personalities
- Sense of humour is required!

This is a full-time position based out of the Veteran's Memorial Building in Halifax, Nova Scotia, with the vast majority of the catering orders required from Monday - Friday during the workday. The Catering Operations Lead will need to be able to transport, deliver and retrieve goods on a regular basis up to 30 lbs and periodically, lift up to 50 lbs. The successful candidate must have a valid driver's licence with access and willingness to use their own vehicle to transport catering orders.

To apply:

Please send a cover letter with resume to jodi@grassrootshrconsulting.ca quoting the title in the subject line of your email. We thank you for your interest in Mindful Mango and Partners for Care, however, only candidates considered for an interview will be contacted.