

Full-time Food Services Manager

Eliminating racism. Empowering women. YWCA Metropolitan Phoenix's mission lives in the soul of everyone at YWCA because we demand a world of equity and human decency. We envision a world of opportunity. We commit ourselves to the work of justice. Every day, we get up and do the work, until institutions are transformed; until the world sees women, girls, and people of color the way we do: Equal. Powerful. Unstoppable.

What You Will Gain from Working at YWCA Metropolitan Phoenix

As the Food Services Manager at YWCA Metropolitan Phoenix, you will have the opportunity to lead a dedicated team that prepares nutritious, high-quality lunches for older adults through our Meals on Wheels program and congregate meal sites in Glendale, AZ. Your leadership and culinary expertise will directly impact the well-being of those who rely on these meals each day.

At YWCA, we offer more than just a job—we provide a meaningful career where you can grow professionally while making a real difference. You'll work in a supportive and collaborative environment where your contributions are valued, and your ideas are encouraged. We believe in investing in our team, offering opportunities for professional development, training, and continuous learning.

You'll thrive in a kitchen that values teamwork, efficiency, and a shared commitment to excellence. We foster a positive work atmosphere where respect, engagement, and a passion for service drive everything we do. Knowing that your work directly improves lives will bring you a deep sense of purpose and fulfillment.

How We Will Be a Great Match

We are looking for a skilled and passionate food service professional who is not only experienced in kitchen management but also deeply committed to serving the community. If you have a background in food preparation, team leadership, and meal planning—especially in a nonprofit or service-oriented setting—you will find this role rewarding. You should be comfortable leading a team, ensuring high standards of food quality and safety, and managing the logistics of meal preparation, production and delivery.

Your success in this role will depend on your ability to work efficiently, maintain a positive attitude, and support a collaborative kitchen environment. If you are someone who takes pride in preparing meals that nourish and bring comfort to others, and if you thrive in a leadership role where your impact is immediate and meaningful, you will excel at YWCA Metropolitan Phoenix. We are excited to welcome a dedicated professional who is ready to bring their skills, passion, and leadership to our team. Together, we will continue to serve our community with care and compassion.

Essential Functions

The Food Services Manager is responsible for planning and supervising all food service activities within the Senior Nutrition program, ensuring compliance with State and County Health Department food regulations. This role requires both strategic oversight and hands-on management to maintain health and safety standards while providing high-quality meal services.

- Managing both strategic and tactical food service operations to ensure efficiency and effectiveness.
- Exercising independent judgment in decision-making and problem-solving.



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- Ensuring all food and products are innovative, consistently prepared, and served according to established recipes, portioning, cooking, and serving standards.
- Partnering with local food banks and vendors to secure in-kind food donations and other resources.
- Overseeing inventory management to maintain cost-effective and well-stocked kitchen operations.
- Ensuring exceptional customer service standards are met for all meal recipients.
- Analyzing client data and feedback to develop varied and culturally diverse menus that meet the nutritional needs of the community.
- Upholding and enforcing all food safety and sanitation regulations.
- Supervising, hiring, training, evaluating, onboarding, and offboarding kitchen staff and volunteers.
- Managing payroll, staff scheduling, and food/menu reporting as required.
- Collaborating with the Senior Services Director and senior meals program management team to enhance program effectiveness.
- Performing other duties as needed and appropriately assigned.

Required Skills

To be successful in this role, candidates should possess the following skills and abilities:

- Strong leadership and supervisory skills with the ability to guide and inspire a team.
- Ability to work collaboratively within a team-focused environment while also taking initiative in independent tasks.
- Strong organizational skills with the ability to navigate between multiple projects and prioritize effectively.
- Adaptability and flexibility to adjust to changing work environments, priorities, and organizational needs.
- Highly motivated, self-directed, and proactive in problem-solving.
- Ability to navigate and engage with diverse communities with empathy and cultural awareness.
- Strong interpersonal skills, demonstrating thoughtfulness and kindness while keeping community needs at the forefront.
- Excellent verbal and written communication skills.
- Strong financial acumen to support budgeting, cost management, and documentation of expenses and revenue.
- Experience leading or assisting with special projects that build capacity and strengthen programs.
- Ability to foster partnerships and collaborations to support organizational goals.
- Physical ability to reach, bend, stoop, stand for long periods, and frequently lift, pull, push up to 25 pounds.

Desired Qualifications

- Minimum of 5 years of experience in varied food service positions, including supervisory or management roles.
- Bilingual in English and Spanish preferred.
- Experience in nonprofit food service operations, community meal programs, or social services is a plus.



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Responsible to: Senior Programs Director

Job Type: Full-time, Exempt

Salary range: \$45,000 - \$55,000

Schedule: 40 hours per week, Monday through Friday, between 7:00am-3:00pm. Some weeks may require evenings and weekend hours.

Holidays: 13 paid holidays

Eligible on first day of employment:

- Term Life Insurance (employer paid)
- Employee Assistance Program (employer paid)

Eligible on the first day of the month after 60 days employment

- Healthcare (partially paid by employer)
- Dental, Vision (employee paid)
- Voluntary Life Insurance (employee paid)
- 403b Retirement Plan (employee contribution)

Eligible time off to use after 90 days, based on accrual

- Accrue up to 80 hours of vacation time per year
- Two days Personal Time Off
- One sick day accrued per month

Eligible after 2 years employment

- YWCA National Retirement Plan (employer contribution)

License/Certification Requirements:

- Must be 18 years or older
- Have a high school diploma or equivalent
- Must be eligible to work in the U.S. (E-Verify confirmation)
- Pass Arizona Department of Public Safety background level one clearance and obtain corresponding fingerprint clearance card
- Have current food handler certification; and acquire Food Manager's Certification within six months of hire date
- Valid Arizona Driver's License with no driving restrictions
- Provide proof of auto insurance (Minimum state amounts)

Work Location:

- Primarily in the Glendale office

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TO APPLY:

Submit your resume, cover letter, and 3 references to:

YWCA Metropolitan Phoenix

Subject: Food Service Manager

Attn: jobs@ywcaaz.org

Open until filled

YWCA Metropolitan Phoenix is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQ2S+ individuals, seniors, and people with disabilities. YWCA Metropolitan Phoenix will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.