



JOB DESCRIPTION

Member Services Director

Position/Salary Code: MSD/1388

SALARY RANGE – \$83,201 to \$98,889 Annually

FLSA Status : Non-Exempt / Hourly / At-Will



DESCRIPTION:

Under general supervision, provides leadership and direction in the delivery of exceptional hospitality services to Riverside Sheriffs' Association (RSA) membership by promoting RSA's mission, "Serving Those Who Serve." The Member Services Director organizes and manages RSA's external member engagement programs, primarily focused on the RSA Smokehouse and Chow Shack food service operation. Schedules, plans, and organizes internal and external food and beverage service at events such as station visits, special operations, community events and fundraisers, including events up to 1,500 participants. Organizes and maintains food storage and prep facilities and vehicles; recruits, schedules, trains, and manages volunteers and paid staff to support the preparation, service and delivery of exceptional food and beverage menus.

The Member Services Director works closely with the Director of Operations and Events Director to coordinate food and beverage service at RSA's major events such as the annual awards ceremony, golf tournaments, large department operations and community events. The incumbent may perform a wide variety of administrative staff work requiring specialized knowledge of the food and beverage industry, health and safety regulations, inventory and supply management, general office procedures, and communications, including frequent and responsible public and member contact. Incumbents must work cooperatively with association management, attorneys, membership, and staff, and perform other duties as assigned.

The Member Services Director works under the general supervision of the Executive Director and coordinates daily with the elected Association President.

BASIC QUALIFICATIONS:

Incumbent must possess:

- A valid California Driver License - Class A preferred;
- Proof of current automobile insurance.

Additionally, Incumbent must:

- Be able to obtain a Class A California Driver License within 1 year of employment;
- Be able to lift 50 pounds and stock shelves;
- Have experience in food service, hospitality management or related field;
- Have experience leading and organizing teams;
- Be available to work business hours and be willing and able to work flexible shift hours, including weekends, nights, and Holidays;
- Be willing and able to travel extensively throughout Riverside County and beyond on a regular basis.

TRAINING & EDUCATION REQUIREMENTS:

Possession of a college degree or trade certificate in a field closely related to food service or hospitality management is highly desired.

Preference will be given to candidates with demonstrated experience and success in the food service industry or hospitality management.

Incumbents must possess or be able to obtain ServSafe Food Protection Manager Certification, accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP).

Any combination of experience and education in the food service or hospitality industry may qualify.

KNOWLEDGE, SKILLS, and ABILITIES:

Incumbents of the classification should possess knowledge, skills, and abilities to:

- Exhibit exceptional interpersonal skills, including written and oral communication;
- Lead and motivate others within high-pressure environments;
- Plan and prepare a wide variety of menu items including standard BBQ and Smokehouse dishes;
- Organize and maintain a commercial kitchen;
- Maintain, equip, and operate a fleet of mobile food prep and service vehicles;
- Effectively solve problems with little or no guidance;
- Effectively manage their time to complete all assigned tasks and meet schedules and timelines
- Effectively resolve professional conflicts while maintaining productive communication and effective relationships;
- Effectively use sound judgment in complex and emotional situations;
- Effectively and appropriately manage confidential information;
- Effectively and appropriately manage budgets and financial information;
- Work independently and in a team environment in both a lead and support role;
- Recruit, train and organize volunteers and staff;
- Be flexible and adaptable for the good of the organization;
- Develop principles and methods of proper food preparation and cooking in large quantities, methods of computing food quantities to make desired portions to include proper storage, delivery, safety and sanitation and equipment utilization;
- Develop techniques of menu design, recipe development, food preparation, and production.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Collaborate and communicate daily with the RSA leadership and staff in order to successfully meet the goals and objectives of the organization;
- Contact and schedule regular food service events at sheriff's stations and facilities;
- Coordinate a master calendar for RSA Smokehouse and Chow Shack events;
- Plan menus and order food and supplies for major food service events;
- Maintain and organize large inventory of food and supplies;
- Prepare and cook a variety of menus and dishes in large quantities (up to 1,500 guests);
- Provide direction and training to volunteers in order to ensure class A service to our members and guests;
- Prepare and load food and supplies in association vehicles and apparatus (trailers);
- Ensure safe transportation of all association vehicles and apparatus (trailers) to and from event locations;
- Prepare and provide regular reports to the RSA Board of Directors;
- Maintain detailed records of expenditures and financial documents;
- Provide written financial and status reports to the RSA Executive Director as requested;
- Promptly respond back to email, texts, and phone messages from RSA staff, leadership, the membership, the business community, and the public;
- Represent RSA at various meetings, private and public RSA events, and other private and public events as may be assigned;
- Oversee a safe and efficient working environment;
- Maintain current knowledge of applicable laws, codes, rules and regulations;
- Maintain consistent, punctual, and regular attendance;
- Perform other duties as may be assigned.

NOTE: The Riverside Sheriffs' Association reserves the exclusive right to amend any portion of this job description at any time and without prior notice.