



## Food Service Staff Development Coordinator

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Apple Orchard with Year-Round Café and September & October fall festival season with food service team of 80 + seasonal staff seeking someone to oversee staff training, onboarding, and front of house duties.

### The type of person who would love this role:

- Finds joy in teaching, motivating, training, and coaching staff.
- Passionate about creating a fun, healthy culture for staff where people love their job.
- Extroverted personality who gets energy from fast paced, festival environment and working with over 80 seasonal staff members on the food service team.
- Passionate about people – both staff members (helping them grow as people) and guests (providing great customer service).
- Ability to see the big picture and create organized systems for staffing, training, onboarding.
- Finds joy in developing and implementing systems for training that help people thrive at their job.
- Comfortable giving coaching and corrective feedback to help staff members grow and develop.
- Loves creating an environment that is a great first job for high school students.
- Enjoys a food service environment – feels comfortable learning to work the different food service roles in order to train others. Enjoys working around food and making good food for people.
- Desires a job with varied roles through the year – thrives in an ever changing, seasonal environment. Open to working directly with guests some seasons and overseeing staff in peak season.
- Desires to work with the food service leadership team to help staff provide great food.
- Wants a physically demanding job that involves standing, walking, and moving throughout the farm.

### A bit about the orchard...

For 95 years, Tuttle Orchards has welcomed visitors to our farm to receive top-quality produce and authentic agricultural experiences. We've been family-owned and run for four generations, ever since our first apple trees were planted in 1928. Our farm is open to guests all year round, with special activities, produce, food, and more! Tuttle is a favorite destination for family fun, especially for apple picking in the fall. Our passion for local produce, agricultural education, and family history is what makes us unique, as we strive to discover new opportunities to serve our community. Our food service department operates a year-round farm café, various fall food offerings (grill, kettle corn, caramel apples, donuts) as well as making items for sale in our Farm Store.

**THIS ROLE'S MISSION:** To be the chief motivator, trainer, and coach to the Tuttle's food service staff team – which includes approx. 80 people in the peak season. Helping our food service team achieve the overall Tuttle's mission of inviting our community to encounter agriculture and great service through quality food, fun, and education in a way that nourishes both body and soul.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

#### **DAILY RESPONSIBILITIES:**

- Gain a solid understanding of each food service position to properly train staff members in an efficient and consistent manner. Work positions as necessary through the year.
- Train, coach, and develop staff members and shift leads.
- Inspire, encourage, and motivate the food service team to deliver great customer service!
- Passionate about building a healthy, fun work culture that focuses on quality food, great customer service, and providing staff members with a great work experience!
- Work with the scheduling coordinator to develop schedule templates for food service areas based on past sales. Ensure schedule meets established labor percentages.

- Delegate tasks to the team and provide follow-up.
- Enforce Tuttle's standards for food quality, customer service, efficiency, and cleanliness, and set up indicators to monitor weekly if these are being met.
- Ensure the team provides fast, friendly, and accurate service.
- Hold team members accountable for their performance; provide coaching and counseling as needed.

## **PLANNING & SYSTEMS**

- Develop (along with the food service leadership team) a training plan and systems that provide an easy, fun, and positive onboarding process for seasonal staff.
- Put together feedback and testing tools/quizzes for food service staff that show whether they have competency and are cleared to work in a role.
- Create opening and closing checklists for each foodservice area along with Executive Chef.
- Keep up to date written job responsibilities and performance expectations for food service staff roles.

## **STAFF ONBOARDING and TRAINING:**

- Help overall Tuttle's hiring team with interviews and onboarding of seasonal staff.
- Lead and assist with trainings, orientations, onboardings, pre-season trainings, and staff check-ins.
- Aware of each staff member's experience, skills, and proficiencies. Work to get each staff member in a role where they can thrive! Communicate with Executive chef about staff member roles.
- Maintain communication with scheduling manager about who is trained and can be schedule for what role by deadlines outlined by scheduling manager.
- Cross-train people to be able to work in multiple food service areas.

## **SHIFT LEAD TRAINING & SUPERVISION:**

- Work with shift leads to develop a fun welcoming culture for staff members.
- Train shift leads in systems, checklists, and procedures for food service areas.
- Check in with shift leads to address any issues, concerns, or follow up that is needed.
- Serve as a mentor to shift leads and to seasonal staff.

## **STAFF FEEDBACK:**

- Provide timely, thorough, and thoughtful formal and informal feedback to staff.
- Complete end of season staff review sheets for each team member and shift lead.
- Provide informal and formal coaching and corrective action when staff members are not performing according to expectations.

## **FOOD:**

- Learn the processes of each food service area (caramel apples, donuts, kettle corn, grill, cafe front of house, café back of house) and be able to train and develop staff members for each of these roles.
- In Nov-July, assist food service team with making and packaging products for Farm Store, as well as, working various roles in the café. Flexible to work in staff role or leadership role depending on season.
- Serve as a shift lead or front of house as needed.

## **LEADERSHIP TO STAFF and CULTURE:**

- Monitor staff culture and morale. Commit to fostering a fun, welcoming, healthy work culture for staff.
- Provide ongoing encouragement to staff. Implement programs and ideas that encourage great service, great staff culture, staff engagement.

- Communicate regularly with Executive Chef about staffing.

#### **GROUPS:**

- **GROUPS:** Work with Education/Experiences Manager to provide a list of food service options available to groups.
- Work with Education/Experiences Manager in development of event calendar and in coordinator of meals for tours such as FFA week.

#### **ALL FOOD SERVICE LEADERSHIP TEAM MEMBERS:**

- Attend weekly food service leadership team meeting.
- Training and onboarding of new staff.
- Track metrics for food service area each week and adjust as needed to work towards meeting goals.

#### **PROMOTING CROSS-FARM COMMUNICATION & COORDINATION**

- Model and promote behaviors that demonstrate a culture of cross-farm service, coordination, communication, and positive energy.
- **MAINTENANCE:** Coordinate equipment cleaning and repairs with maintenance manager.
- **HIRING:** Work with Tuttle's Hiring team in onboarding, scheduling, and training new staff.

#### **ADDITIONAL RESPONSIBILITIES**

- Follow the Tuttle's Good Farming Principles to demonstrate commitment to values and mission:
  - Commitment to good customer service towards guest and coworkers.
  - Commitment to quality of product and produce.
  - Commitment to proactively taking initiative.
  - Commitment to cultivating a healthy, positive work culture.
  - Commitment to being a reliable, hardworking member of the team.
  - Commitment to safety and cleanliness.
- Assist with any delegated tasks.

#### **REQUIREMENTS/QUALIFICATIONS:**

- Passionate about developing others and thrives in an environment where they teach, train, coach, and develop staff.
- 5+ years previous experience in a role where they were teaching, organizing, managing, supervising, teaching, or leading people.
- Loves working with people and helping create an environment where they thrive at work.
- 3+ years previous experience in a role where they demonstrated an ability to organize and develop successful systems, lessons, or trainings for people.
- 5+ years previous experience in a role where they demonstrated success in building or contributing to a healthy, positive work culture.
- Strong motivator. Loves gathering people and getting them inspired about the vision.
- Has an ability to see the "whole" picture of Food Service at the farm as it relates to staff.
- Ability to be highly flexible and adjusting to different roles in different seasons.
- Passionate about great service to guests. Past history of success in training staff in customer service.
- Organized. Ability to develop systems, checklists, SOPs.
- Demonstrated leadership skills, including coaching, directing, and motivating a team.
- Self-motivated individual with record of providing vision and direction in previous role(s).
- Experience working in a fast-paced environment. Ability to provide direction to staff in a fast-paced environment.

- Strong work ethic and commitment to Tuttle's values and culture.
- Computer – Ability to develop and maintain computer records in Word, Excel and other software required by Tuttle Orchards. Ability to develop tracking and report forms as needed. Ability to update Square and Shopify online store. Ability to utilize scheduling program.

**PREFERRED QUALIFICATIONS:**

- Demonstrated ability to work in a seasonal environment where job responsibilities vary by season.
- Experience working in a food service environment a plus but not required.
- College or Professional Trade Certifications in Education, Training, Management, or other related field.

**WORKING CONDITIONS**

- Full time. Hourly. Year Round. Average 40 hours/week. No Sunday hours.
- Work in all types of weather and temperatures (cold, hot, wind, rain, and snow), which includes exposure to extreme temperatures for extended periods of time (walk in freezer).
- Exposed to natural elements, dirt, sanitizing chemicals, and other elements present in a farm, restaurant, and apple orchard environment.
- Exposed to various allergens, which includes gluten, dairy, egg, peanut, and tree-nut.
- Move or be stationary for long periods of time without a break.
- Repetitive movements.
- Must be able to lift food items (apple crates weighing up to 50 lbs.) on a regular and continuing basis.
- Maneuver such as, bending/kneeling/stooping while lifting required.
- Quickly ascend and descend ladders.
- Move/Use tools, knives, box cutters, ladders, stepstools, carts, pallet jacks, dollies, and other equipment.
- Must be able to operate ovens, grills, and other kitchen equipment.

**SCHEDULE AND TASKS VARY BY SEASON:**

- May-July: role includes working in café, assisting guests, training staff, preparing for the fall season. Two Saturdays a month for special events. Shifts may vary between 8-4 or 10-6.
- Aug: peak season for hiring and onboarding. Shifts will vary in August to accommodate all the different trainings and onboarding of staff. Trainings/onboarding typically happens on Saturdays in August, as well as a 2-3 evenings. Must have availability to assist with interviews, orientations, and trainings in August.
- Sep-Oct: Peak Season. Farm is open 9am-7pm Monday-Saturday. Shifts will vary from 8-4 to 11-7. Must be available to work varied shifts so can interact with all staff. Saturdays are required for Sep/Oct.
- Nov-Dec: May-July: role includes working in café assisting guests, training staff. Two Saturdays a month for special events. Shifts may vary between 8-4 or 10-6 shifts.
- Jan-April: schedule is more flexible. During this season this role may include one day a week that would be planning for peak season, as well as, working with food service team making prepared food items to freeze. One Saturday a month required. If prefer less than 40 hours a week Nov-April, this is possible during these months.

**REPORTS TO:** Executive Chef

**Benefits:** Great work environment. Hourly. Pay based on experience. Bonus program. Flexible schedule in off-season. No Sundays hours. Discount on purchases at the orchard. This position is a full time year round position and is eligible for health benefits if desired.

**To Apply:** please visit: <https://indianapolisorchard.com/work-with-us/> and complete application listed under CORE TEAM ROLES.