

GENERAL DESCRIPTION OF CLASS

The FOOD SERVICE MANAGER 1 directs and supervises up to three units of food preparation and service activities within the total operation of a volume dining or food service facility. All positions in this class supervise and are statutorily excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the first level of a two-level series. At this level, responsibility is limited to the operation of one to three units of food service such as catering, food production, food distribution, dining center, soda bar, or food van within a dining or food service department.

DUTIES AND RESPONSIBILITIES

- 1. Supervision.** Typical tasks: plans, assigns, and reviews work of assigned staff; adjusts work assignments and schedules to maintain adequate staffing levels and respond to fluctuating workloads; evaluates employee performance and prepares performance appraisals; assesses training needs of staff and arranges for or provides appropriate instruction; provides initial orientation to new employees; reviews applicant's credentials, participates in the interview process, and hires or effectively recommends hiring of staff; resolves personnel problems, complaints, and formal grievances at the first level; disciplines and rewards employees; counsels employees in work-related activities, personal growth, and career development.
- 2. Food Service Coordination.** Typical tasks: participates with management in planning and preparing menus; checks daily menus for possible changes to recipes; makes recipe changes and informs staff; makes sure all menu items are ready for distribution at prearranged times; updates and evaluates recipes; ensures that the staff serves food at proper temperatures; observes food to be sure it is visually appealing and served in adequate portions; plans and directs the preparation of new food items or new service activities for increased customer satisfaction; obtains feedback from resident or student customers concerning the quality of the food served and the service provided; maintains the general operation and efficiency of the commercial kitchen equipment; takes customer food orders; plans and coordinates all catered functions such as banquets, buffets, coffee hours, teas, receptions, and conferences; accommodates special diet needs of resident, inmates, or student customers who have specific religious, medical, or dental requirements; recommends to management improved methods of food preparation, service, and personnel practices.
- 3. Product/Supplies Requisition.** Typical tasks: determines food items to order based upon the food on hand; some employees in this class may obtain cost quotes or bids from vendors or food suppliers; initiates purchase orders for produce, baked goods, meat, dairy products, cooking and serving equipment and supplies; ensures procedures are followed by the staff for receiving, storing, and issuing food and supplies; inventories food supplies needed before each order by counting food items, recording totals, and reporting findings to superior; recommends purchases of commercial kitchen equipment to superior.
- 4. Recordkeeping.** Typical tasks: keeps track of the number of meals served to residents, inmates, students, staff, and visitors each day; records the number of complimentary meals served; records

the items which are routinely rejected by residents, inmates, or students; some employees in this class may document the nutritional value of each meal served and record the daily estimated food costs for each meal; some employees may prepare quarterly expenditure reports concerning, for example, cost per meals and forecast future food needs based on current data; some employees may record customer orders and payroll costs and compile data and prepare reports on labor costs (hours worked and pay rates); reports cash sales each day; submits accident and injury reports to superior.

5. Miscellaneous. Typical tasks: ensures that expenditures stay within the allotted budget; evaluates the needs of the unit in terms of staff, supplies, and equipment; provides information to management concerning long-range planning, goal setting, and policy and procedure development; contributes new ideas and creative ways of preparing and distributing foods; writes brochures for special meal events; assists staff by performing some of the food service activities such as preparing, serving, and distributing food.

RELATIONSHIPS WITH OTHERS

Employees in this class have daily in-person contact with residents, inmates, students, agency personnel, and/or the general public to provide food services and to discuss special requests or complaints. They also have regular contact by telephone or in person with other units in the agency such as purchasing, security, personnel, and the physical plant to discuss needs or problems related to staffing, supplies, or equipment. Employees in this class have daily contact by telephone or in person with delivery drivers and food suppliers to order and receive goods.

SUPERVISION RECEIVED

Employees in this class receive general supervision from a higher-level manager or an administrative superior who assigns work verbally or through written instructions. Work is reviewed on a regular basis for efficiency and effectiveness through inspections, reports, and periodic meetings. Employees in this class follow State health, safety, and sanitation regulations and procedures pertaining to operations of a volume dining or food service facility. Food service policies and procedures are applied to food preparation and service activities. Administrative policies and procedures, personnel rules and guidelines, and collective bargaining agreements are followed when performing supervisory functions of the job.

SUPERVISION EXERCISED

The Food Service Manager 1 directly supervises subordinate employees, some of whom are part-time or seasonal. Employees supervised are primarily food service workers and cooks, but may include other service occupations. The Food Service Manager 1 may also oversee resident or inmate workers and student/employees but only 10-20 at any one time due to, for example, fluctuating schedules and work shifts. The Food Service Manager 1 provides close or general supervision of employees conducting food preparation and service functions. Work is reviewed for compliance with safety and sanitation procedures, the quality and quantity of food prepared, and to ensure completion of work according to food service procedures and guidelines.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government

agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location and purpose.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of methods, materials, and equipment used in a volume dining or food service facility.

General knowledge of food values and nutrition.

General knowledge of menu planning.

General knowledge of State health, safety, and sanitation regulations and procedures as they pertain to operations of a volume dining or food service facility.

Basic knowledge of food service policies and procedures.

Basic knowledge of principles and practices of volume food management.

Skill in maintaining production schedules as required (e.g., menus, special catered orders, special customer requests, or conferences).

Skill in adjusting recipes for large quantities and to obtain a better quality product.

Skill in preparing and cooking assorted foods on a large or small scale operation.

Skill in operating commercial kitchen equipment.

Skill in developing and testing new recipes for menu quality and customer satisfaction.

Skill in following verbal and written instructions.

Skill in maintaining records such as number of meals served or distributed, costs per meal, and payroll reports.

Skill in communicating verbally and in writing with staff, residents, inmates, or students.

Ability to supervise (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).

Ability to orient and train residents, students, or inmates in various food service methods, procedures, and practices.

Ability to write reports in narrative form.

Ability to lift 25-50 lbs.

SPECIAL QUALIFICATIONS

Some positions require the ability to obtain the appropriate county food handler's card.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty

performed by all positions in this class.