

GENERAL DESCRIPTION OF CLASS

The FOOD SERVICE MANAGER 2 directs and coordinates the total operation of food preparation and service activities within 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 second level of a two-level series. It is distinguished from the lower level by a greater emphasis on administrative functions, planning, and budget preparation. At this level, management responsibilities include the total operation of food preparation and service activities within a volume dining or food service facility.

DUTIES AND RESPONSIBILITIES

- 1. Administrative Duties.** Typical tasks: manages a food service operation by assigning work, developing work procedures consistent with agency policy, establishing work schedules, and monitoring work performed by subordinates to meet established goals and objectives; prepares budget information for assigned area by projecting resource needs and preparing written reports; provides information to upper-level management concerning long-range planning, goal setting, and policy and procedure development; evaluates the needs of the food operation in terms of staff, supplies, and equipment; ensures that expenditures for food service operations stay within the allotted budget.
- 2. 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 need 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.
- 3. Food Service Coordination.** Typical tasks: participates 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 the 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 inmates or student customers concerning the quality of the food served and the service provided; maintains the general operation and efficiency of commercial kitchen equipment; supervises and directs staff in preparing food for resident or student outings and picnics, special banquets, buffets, and dinners; accommodates special diet needs of residents, students, and/or inmates who have specific religious, medical, or dental requirements; and/or recommends improved methods of food preparation, service, and personnel practices.

- 4.Product/Supplies Requisition.** Typical tasks: determines food items to order based upon the food on hand; obtains cost quotes or bids from vendors or food suppliers; initiates purchase orders for produce, baked goods, and cooking and serving equipment; ensures procedures are followed by 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; recommends purchases of commercial kitchen equipment.
- 5.Recordkeeping.** Typical tasks: keeps track of the number of meals served daily; records the number of complimentary meals served; records items which are routinely rejected by consumers documents the nutritional value of each meal served; records the daily estimated food costs for each meal; prepares quarterly expenditure reports concerning, for example, cost per meals; forecasts future food needs based on current data; records customer orders and payroll costs; compiles data and prepares reports on labor costs (hours worked and pay rates); reports cash sales each day; submits accident and injury reports to superior.
- 6.Miscellaneous.** Typical tasks: contributes new ideas and creative ways of preparing and distributing foods; writes brochures for special meal events; occasionally assists staff by performing some of the food service activities such as preparing, serving, and distributing food when necessary.

RELATIONSHIPS WITH OTHERS

Employees in this class have daily in-person contact with residents, students, inmates, 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 2 directly supervises subordinate employees, some of whom are part-time or seasonal. Employees supervised are primarily cooks, food service workers, and custodians or laborers. Some employees may directly supervise up to three subordinate supervisors such as Food Service Manager 1, supervising cooks, and custodian supervisors. The Food Service Manager 2 may also oversee residents, students, and/or inmates but generally only 15-25 at any one time due to, for example, fluctuating schedules or different work shifts. The Food Service Manager 2 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)

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

Extensive knowledge of menu planning.

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

General knowledge of food values and nutrition.

General knowledge of institutional food service policies and procedures.

General knowledge of principles and practices of volume food management.

Basic knowledge of administrative policies and procedures, personnel rules and guidelines, and collective bargaining agreements.

Basic knowledge of the principles and practices of budgeting as it relates to program management.

Skill in supervision (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).

Skill in maintaining production schedules as required by 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 food 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 communicating verbally and in writing with staff, residents, inmates, or students.

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

Skill in writing reports in narrative form.

Skill in orienting and training staff, residents, students or inmates in various food service methods, procedures, and practices.

Ability to learn and apply administrative policies and procedures, personnel rules and guidelines, and collective bargaining agreements.

Ability to direct and coordinate a dining or food service operation with efficiency and economy.

Ability to participate in long-range planning to achieve food service goals and objectives.

Ability to lift 25-50 lbs.

SPECIAL QUALIFICATIONS

Some positions require the ability to obtain the appropriate 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.