



FOOD SERVICES SUPERVISOR

DEFINITION

Under general direction plans, coordinates, and supervises meal planning, preparation, and distribution for the senior congregate, home meal delivery program, or in another non-correctional setting, such as a psychiatric facility; participates in the preparation, volume cooking, and portioning of meals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct or general supervision over food services staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the food services series. Incumbents are responsible for ensuring that nutritional, properly prepared meals are planned and produced in a large volume setting. Responsibilities include overseeing County staff and volunteers assisting with food preparation and distribution. Incumbents in this class exercise direct and general supervision over lower-level food services staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative only)

- Oversees and participates in the development and implementation of goals, objectives, policies, and priorities for food service programs; recommends and administers policies and procedures, and develops duty descriptions.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employee to correct deficiencies; recommends and assists in the implementation of discipline and termination procedures.
- Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; obtains approval for improvements as needed/required; implements improvements.
- Participates in the development of the food service program's annual budget; participates in forecasting funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
- Assumes overall responsibility for assigned services and activities of the food service program, including food preparation, serving, and storage; ensures kitchen and equipment used in food preparation are kept in clean, sanitary, and proper working conditions.
- Plans, schedules, and assigns the work of staff engaged in either food preparation and distribution to senior congregate, home sites, or in other non-correctional County settings.
- Plans menus within the guidelines of government nutrition standards, budget, medical concerns, religious concerns, and food product availability; directly or indirectly oversees the daily preparation of food to ensure the necessary quantity of meals; makes any necessary menu changes and provides for special diets.
- Orders and directs inventory levels, and authorizes distribution of food and supplies; processes and ensures accuracy of contracts, purchase orders, invoices, and payment authorizations for food supplies.

- Maintains records of food and supplies used and meals served; prepares periodic and special reports as required.
- Maintains contact with food and kitchen supply vendors and purchasing agents in order to economize purchases and perform long-range menu planning.
- Ensures compliance with health and/or grant regulations regarding sanitary conditions in food storage, preparation, and service.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations related in the field of food service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles, methods, and equipment used in high volume meal preparation.
- Nutritional and menu planning guidelines for the population served.
- Menu planning; menu modifications for special diets and nutrition.
- Principles of purchasing, storing, and preparing food in large quantities.
- Applicable federal, state, and local laws, codes, and regulations regarding food service operations
- Equipment and supplies used to cook and bake in commercial-sized kitchens.
- Safe work practices and sanitation related to food preparation and service.
- Inventory and recordkeeping principles.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, oversee, and prepare meals in a large scale.
- Operate, clean, and perform minor maintenance to food preparation and cooking equipment.
- Maintain accurate records and prepare reports, correspondence, and other written material.
- Develop, monitor, and interpret food service budgets and other financial documents.
- Inspect the work of others and maintain established quality control standards.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school;

AND

Three (3) years of experience in food preparation and volume cooking environment.

Lead or supervisory experience is desirable.

Licenses and Certifications:

- Successful completion of a Certified Dietary Services Supervisor or Dietary Manager Program is desirable.
- Possession of a ServSafe Food Protection Manager certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and a food preparation or a community center facility, use standard office equipment, including a computer, food preparation equipment, and to operate a motor vehicle to visit various kitchen facilities and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office and food preparation equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office setting or food preparation facility with moderate noise levels and controlled temperature conditions. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.