



Approved by the Board of Trustees on June 14, 2022; August 9, 2022
FLSA: Exempt

FOOD SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the District's food service operations; either directly or through a contracted service provider; trains, supervises, and evaluates the performance of food services staff; administers, monitors, and recommends changes to the food service operations budget; assists in the development and administration of program policies and procedures; provides complex staff assistance to management in assigned areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Received general direction from the Deputy Superintendent/Executive Vice President, Administrative Services. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is a management classification responsible for exercising independent judgement on diverse and specialized activities related to the administration and operations of the District's Food Services programs with ongoing decision-making responsibilities associated with the work. Incumbents are responsible for overseeing day-to-day operations including planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for providing professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Directly or through a contracted service provider: plans, organizes, and manages food services operations, including catering, cafés, and concessions; ensures the proper preparation, display, and service of food and sanitation of food service areas; oversees purchasing of food and supplies; determines best sources based on pricing, availability, quality, and other criteria; confers with faculty and staff concerning catering and special food requests, provides information on pricing and set-ups; resolves problems with vendors or suppliers.
- Trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for food services and programs; recommends and implements policies and procedures including standard operating procedures for assigned services.
- Monitors activities of the Food Services staff; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Creates a strategic marketing plan to attract students and staff consumers; promotes the Food Services program and products through special offers and advertisements.

- Conducts inventories to determine product usage and maintain inventories of products to meet the food services program needs.
- Participates in the development, administration, and oversight of the food services budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Administers service contracts by representing the interests of the District; monitors and reviews the work of service providers to ensure compliance with the terms of their contracts and achievement of performance targets; resolves service delivery issues with providers.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned unit, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to executive management.
- Maintains files, databases, and records related administration and operations; prepares a variety of written reports, memoranda, and correspondence.
- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with District and mandated safety rules, regulations, and protocols.
- Performs other 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 and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of quantity food preparation and food merchandising.
- Health and safety rules and regulations pertaining to food establishments, including sanitation and maintenance regulations.
- Principles and practices of inventory management.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Principles and practices of financial record keeping, including contracts, purchasing, and cash handling.
- Principles and practices of contract administration.
- Principles and practices of budget development and administration.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- 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, including computers and software programs relevant to work performed.

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.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.

- Develop and monitor budgets and effectively utilize resources.
- Plan well-balanced, nutritional, and appetizing menus within budgetary limitations.
- Use and care for institutional food preparation equipment and utensils.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Effectively represent the department and the District in meetings with governmental agencies and various businesses and professional organizations, and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students
- 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.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree in culinary arts, food service management, or related field.

Experience:

- Five (5) years of increasingly responsible experience working in a commercial kitchen or in a similar high quantity food service environment, **three (3)** years of which should be in a supervisory capacity.

Licenses and Certifications:

- Possession of a ServSafe Food Manager Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a commercial kitchen and standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing and walking between work areas is regularly required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate food preparation and portioning equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office and commercial kitchen environment with moderate to loud noise levels, and various exposure to hot and cold environments. Employees may interact with upset students, staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.