

# Santa Clarita Valley School Food Service Agency

## Position Description

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| Position: Field Operations Supervisor                         | Position Number:                     |
| Department/Site: Office                                       | FLSA: non-exempt                     |
| Reports to/Evaluated by: Director of Child Nutrition Programs | Salary Grade: 215<br>(200 work days) |

### **Summary**

Provides leadership over production employees, cafeterias and site-based staff, purchasing of food products and supplies, inventory control, budget administration, nutrition, menu management, meal distribution, and area supervision.

### **Distinguishing Career Features**

The Field Operations Supervisor provides managerial support to the Director, serving as a general operations supervisor over school sites. The Field Operations Supervisor also serves in a coordinating role to support the Site Team Leader's 1 & II and their staff. The Field Operations Supervisor requires professional training in institutional nutrition and meal service.

### **Essential Duties and Responsibilities**

- Provides technical direction to Site Team Leaders and staff in connection with the administration of food service programs. Technical direction includes but is not limited to training, dietary matters, analysis of operations efficiency or new food products, automation, staffing, and customer service matters.
- Resolves problems involving food standards, labor costs, use of equipment, and serving schedules.
- Analyzes site-based food service operations including hours of service, food handling techniques, work flow efficiency, equipment needs, warehousing and vendor relations, and transaction processing.
- Consults with Site Team Leaders and Nutrition Assistants on food preparation and assures compliance with nutritional, allergen, sanitation, and safety guidelines and special program requirements established by State and Federal regulations.
- Assists Site Team Leaders by coordinating food service program activities. Provides leadership to catering and special events as needed.
- Reviews work schedules and production standards for food service staff. Develops and reviews production guidelines for all sites, monitoring and evaluating actual cost performance and productivity.
- Assures compliance to quality controls and related procedures. Assures the all food products are stored and handled properly.
- Conducts periodic inspections of kitchens, service areas, storage areas, etc. Audits documentation of site-based food service activity. Prepares inspection reports and assures they are maintained in active files at the sites.

- Conducts and attends in-service training on a variety of food service issues and topics.
- Assists at Nutrition Education events and/or training.
- May assist with employee interviews and selection.
- Promotes quality leadership of employees. May assist with collection of information for performance appraisals.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires in-depth knowledge of the practices, techniques, and equipment used with food service at school sites. Requires in-depth knowledge of work organization in a school site cafeteria/kitchen and supervisory practices. Requires working knowledge of nutrition and dietary principles. Requires sufficient writing skills to prepare reports and detailed work and safety/sanitation instructions. Requires in-depth knowledge of pertinent Federal, State and local laws, codes and regulations nutrition for school aged children, food handling, storage, sanitation, and safety. Requires well-developed knowledge of English grammar to prepare professional reports and correspondence. Requires sufficient math skills to prepare budgets and analyze costs. Requires knowledge of and skill at using computers, office productivity, and special applications for food service and nutrition. Requires well-developed human relations skill to train others, conduct in-service type meetings, resolve conflict, build an effective team and review performance.

### **▪ Abilities**

Requires the ability to organize, direct and coordinate the work of working supervisory and service personnel. Requires the ability to delegate authority and responsibility, and to select, supervise, train and evaluate staff. Requires the ability to administer goals, objectives and procedures for providing effective and efficient operations. Requires the ability to allocate resources in a cost-effective manner. Requires the ability to analyze problems, identify alternative solutions, and implement recommendations in support of goals. Requires the ability to research, analyze and evaluate new service delivery methods, procedures and techniques. Prepare clear and concise reports. Requires the ability to interpret and apply Federal, State and local policies, procedures, laws and regulations. Requires the ability to interact with school staff, parents, PTA and community members.

### **▪ Physical Abilities**

Requires the ability to function indoors in an office environment and in a school site kitchen engaged in work of a sedentary nature. Requires the ability to move to different work locations. Requires visual acuity to observe work and food products and read printed materials. Requires auditory ability to carry on conversations in person and over the phone, including the ability to project voice in noisy work settings.

### **▪ Education and Experience**

The position typically requires an Associates degree or equivalent with course work in restaurant management and food service or a related field and four years of increasingly responsible experience in food service, restaurant, contract services that includes two years of site leadership. Additional experience may substitute for some higher education.

- **Licenses and Certificates**

Requires valid California Driver's License and current (as required by the Agency) certificate of completion of a safety/sanitation course.

- **Working Conditions**

Work is performed indoors where occasional safety considerations exist from proximity to food processing equipment, temperature extremes, and sharp objects.