Shasta-Tehama-Trinity Joint Community College District

JOBTITLE: Food Services Director

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To plan, organize, direct, coordinate, and supervise the activities and operations of Shasta College food services including the cafeteria, snack bar, staff dining room, campus vending and catering services; to provide a customer-friendly and inviting atmosphere for food services; and, to use an entrepreneurial approach to ensure food services operates efficiently. Employees in this classification receive minimal supervision within a framework of standard policies and procedures. Employees in this classification train, coordinate, supervise, and formally evaluate the work of assigned employees. This job class exercises responsibility for the planning, assigning and supervising of the work of food services personnel in the preparation and serving of food to students and staff. This job class functions at a full supervisory level of classification, is overtime exempt, and requires effective organization, problem-solving, and decision-making skills.

SUPERVISOR: Vice President of Administrative Services or designee.

TYPICAL DUTIES:

• Plans, organizes, directs, and supervises the activities and operations of college food services ensuring a high level of service and efficiency of operation.
• Develops and ensures compliance with operating policies, procedures and regulations of District food services in accordance with effective retail practices.
• Appraises, reviews and analyzes industry trends and practices, and technical innovation to provide good customer service.
• Hires, trains, assigns, schedules, supervises, and formally evaluates the work of food service personnel.
• Facilitates use of food service areas, equipment and supplies with the culinary arts and hospitality instructional programs; establishes and maintains separate institutional and instructional program costs; and works cooperatively with culinary arts faculty.
• Evaluates existing food service operations for effectiveness and recommends/implements changes in operating procedures to increase operational efficiency.
• Reviews cafeteria layout, fixtures and design for maximum efficiency.
• Plans, develops and implements a preventive maintenance and replacement program for facilities and equipment.
• Prepares and evaluates sales and customer count reports and takes appropriate action to generate revenue that will cover operational costs.

• Coordinates sanitation standards and ensures training of all employees.

• Plans and writes menus.

• Monitors foodstuffs and supplies, estimates needed quantities, purchases, receives, and maintains inventory of stock.

• Prepares and manages budget, analyzes variances and makes operating forecasts to maximize efficiencies.

• Models good customer service skills and trains employees in handling customers.

• Arranges for preparation and serving of meals for special occasions.

• Supervises the cleaning of kitchen, kitchen equipment, and eating utensils to established standards.

• Monitors security of the food services area/operation.

• Manages on-campus catering and vending services.

• Operates standard office equipment such as copier, calculator, cash register, computer, printers, fax, etc.

• Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS:

Knowledge of:

• principles and practices of institutional food services management

• quality service and food merchandising

• principles and methods of menu planning

• proper and sanitary methods of preparing, cooking, serving and storing foods

• basic kitchen machines and utensils

• budget development and maintenance of budget controls

• supervisory methods and techniques

• analytical and interpersonal skills; strong verbal, written, negotiation, organizational and computing skills

• Microsoft computer applications supporting word processing, database and spreadsheet programs, as well as industry specific software

• proper use and operation of standard office equipment and machines such as cash register, calculator, typewriter, copier, fax, computers and printers
**Ability to:**

- learn district and Education codes, policies, procedures, and regulations, and apply good judgment in a variety of procedural situations.
- plan menus affording a varied and properly balanced diet
- estimate food quantities needed and order correct amounts for economical food service
- supervise and instruct employees in proper sanitation procedures
- learn, interpret, successfully apply and carry out a variety of complex directions without continuous supervision
- hire, train and supervise employees
- understand and carry out a variety of oral and written instructions independently.
- perform mathematical calculations accurately
- establish and maintain efficient record keeping/filing systems and prepare routine reports
- plan, organize, and prioritize work so as to meet time limits and deadlines
- effectively work under pressure
- analyze situations and take appropriate action regarding routine procedural matters
- operate a variety of standard office machines and equipment including computer software programs to support work activities
- effectively and tactfully communicate internally and externally, both orally and in writing
- establish and maintain effective working relationships with those contacted in the performance of required duties

**EDUCATION/EXPERIENCE:**

- Combination of education, training and experience equivalent to a Bachelor’s degree in food service management or related area.
- Supervisory experience in:
  - an institutional setting, cafeteria, hotel or restaurant serving at least 1000 persons each day
  - preparing and serving food
  - ordering of food supplies
  - establishing and maintaining a customer-friendly and inviting atmosphere
  - maintaining security and sanitation standards